NHS Digital

Specification

Comment and Moderation Service

prj_3328

1.Introduction

1.1 The ratings and review service was launched in 2008 with the ambition that openness and transparency around patient care experience would foster a culture of patient choice and drive up standards.

1.2 Patients can share their experiences on the full range of NHS services (GPs, hospitals, dentists, pharmacies, care homes, CCGs, opticians, trusts), leaving star ratings and feedback on service profile pages.

1.3 Providers have the right to respond publicly, and we encourage that, with the recognition that negative experiences handled well, leave an even better impression than an initially positive experience.

1.4 All reviews and responses are subject to moderation to ensure that they:

- adhere and comply with NHS policies,
- are legal
- are not offensive
- do not identify individuals by name or gender

1.5 It is that moderation Service which the Supplier shall provide to the Authority under the terms of this Contract and in accordance with this specification.

1.6 The extent of the Service the Supplier shall provide is expanded on throughout this specification.

2.Comment Moderation

2.1 The Supplier shall provide a full moderation Service between the hours of 8am to 8pm every day with the exception of Christmas Day, Boxing Day and New Year's Day.

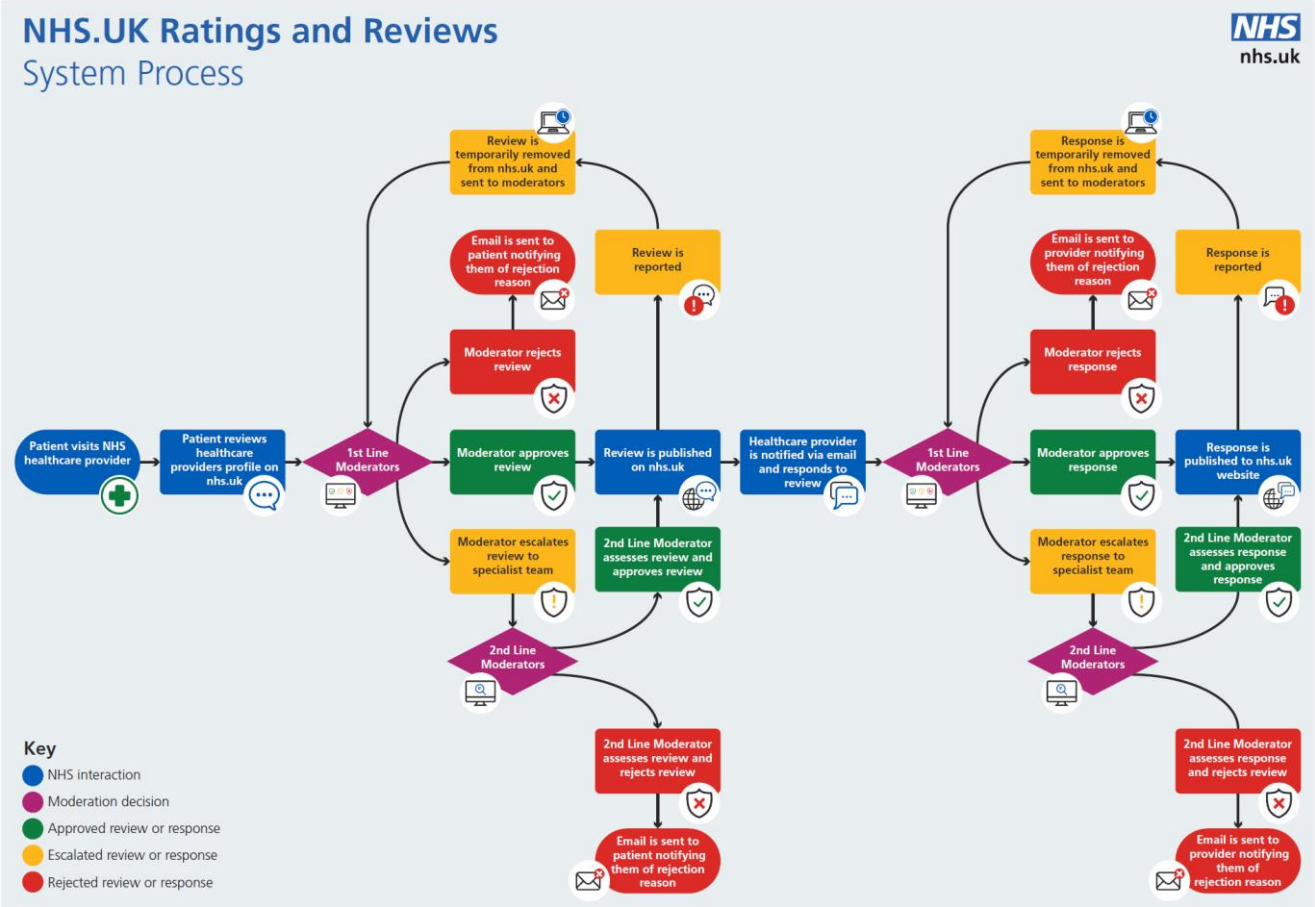
2.2 The Supplier shall use their professional judgement to ensure that at all times an appropriate number of suitably trained moderators is in effect each day the Service is required and able to conduct their moderation duties fully in accordance with the requirements of this Specification ensuring that all moderators:

- follow the system process at paragraph 2.4
- ensure all NHS policies are complied with (current and future)
- use the Authority's moderation tool at paragraph 2.5

2.3 NHS Policies can be viewed at the following links:
https://www.nhs.uk/our-policies/
https://www.nhs.uk/our-policies/comments-policy/

System Process

2.4 The Supplier shall conduct all moderation as per the system process flow below.



Moderation Tool

2.5 The Supplier shall conduct all moderation using the Authority's moderation tool. This is a customised version of Microsoft Dynamics365 which connects with nhs.uk APIs. The Authority will provide full training for moderators during the implementation phase.

Moderator Training

2.6 Following the initial training to the Supplier's nominated team or individuals. the Supplier shall train their moderators to a standard to enable them to properly conduct their moderation duties using the system process and moderation tool in accordance with the requirements of the Service.

Comments to be Moderated Daily

2.7 The number of comments received for moderation each day cannot be forecasted and is subject to fluctuation. In 2019 we received c.150k comments, 82.8% of them were published.

2.8 The Supplier shall use their best endeavours to ensure that all reviews and Supplier responses go through initial moderation within 24 hours.

2.9 All comments received after 8pm and on Christmas Day, Boxing Day and New Year's Day shall be moderated by the Supplier the following working day.

Moderation Errors

2.10 Whilst the aspiration is 100% accuracy of moderation, the Authority acknowledges there will be instances when errors are made.

2.11 The Supplier shall:

- record each instance where a moderation error does occur (for example when a comment appears on nhs.uk which has not followed due process or is not in accordance with NHS policies)
- report moderation errors to the Authority on a monthly basis
- propose how the Supplier shall ensure the moderation errors will not be repeated

2.12 Should moderation errors be repeated, the Authority may treat it as a Breach and require the Supplier to submit a Remedial Proposal.

3. Account Management and Reporting

3.1 As per Schedule 2, Clause 8, the Parties shall arrange and hold contract management meetings/reviews on a regular basis.

3.2 As per Schedule 2, Clause 8.3, the Supplier shall provide a written contract management report to the Authority in advance.

3.4 The contract management report shall include proposals for service enhancements, moderation manual updates and improvements which may be discussed between the Parties without prejudice.

3.5 Should a contract management report, monthly report, review meeting or any other circumstance indicate that the Supplier is delivering anything less than an acceptable service, the Authority reserves the right to make a deduction from the Supplier's next invoice.

3.6 The amount of any deduction to be commensurate to the level of failure by the Supplier.

3.6 In addition to the requirements of Schedule 2, Clause 8, the Supplier shall keep detailed statistics of comments received and moderated and present management information to the Authority on a monthly basis to include:

- a daily breakdown of comments:
  - received and moderated during working hours
  - unmoderated at the end of working hours
  - received after 9pm
  - unmoderated comments successfully moderated the next working day
- a monthly breakdown of total comments:
  - received
  - successfully moderated to time
  - outstanding to be moderated
- a cumulative total of comments
  - received
  - successfully moderated to time
  - outstanding to be moderated

3.7 In addition to the requirement of Schedule 2, Clause 19.1.1, the Supplier shall comply with the Authority's Personnel Security and Vetting Policy, Anti-Fraud, Bribery & Corruption Policy, Health and Safety Policy, Equality and Diversity Policy, Data Protection Legislation Policy, Data Handling Policy and any similar policy notified to the Supplier by the Authority from time to time.

4. Implementation

4.1 The implementation period will start on the Commencement Date and end on the Actual Services Commencement Date, after which the Supplier shall provide a full Service to the Authority.

4.2 The Supplier shall possess a comprehensive, robust Implementation Plan and which the Supplier shall action during the implementation period leading to a successful implementation prior to the Actual Services Commencement Date.

4.3 The Supplier's Implementation Plan shall be:

- fully itemised including all steps, actions, dependencies, risks, issues and timings leading to implementation by dates agreed between the Authority and the Supplier
- included as an appendix to this Specification

Long Stop Date

4.4 In the event that the Supplier fails to fully implement agreed dates and is not capable of providing the Services by any Long Stop Date set out at 9.1 in the Key Provisions, the Contract is subject to potential termination as per Schedule 2, Clause 15.5.1.

APPENDIX 1: SUPPLIER'S IMPLEMENTATION PLAN

The Supplier's implementation plan to be inserted here.