**CAPABILITY ASSESSMENT**

**Re: Reporting Services: Teleradiology**

**Framework Reference Number SBS10228**

**Approved Organisation Customer Contact Details:**

Amy Jones (she/her)

Category Manager – Clinical

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**Customer Name:**

*Doncaster & Bassetlaw Teaching Hospital NHS Foundation Trust (DBTH)*

**Customer Address:**

*Doncaster Royal Infirmary*

*Armthorpe Road*

*Doncaster*

*South Yorkshire*

*DN2 5LT*

Dear Sir / Madam,

**Re: Reporting Services: Teleradiology**

**Reference Number SBS10228**

Further-Competition capability assessment confirmations are invited against the above NHS Shared Business Services Framework Agreement for the supply of Insourcing of Clinical Support Services to NHS Shared Business Services Approved Organisations.

# **Customer background information**

*Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust is one of Yorkshire’s leading acute trusts, serving a population of more than 420,000 across South Yorkshire, North Nottinghamshire and the surrounding areas.*

*Hosting three main hospital sites and a number of additional services, the Trust is one of only five Teaching Hospitals in Yorkshire.*

*A modern and forward-facing Trust employing over 6,000 members of staff, the hospital provides a full range of local hospital services across the following sites:*

***Doncaster Royal Infirmary (DRI)***

*A large acute hospital with over 500 beds, a 24-hour Emergency Department (ED), and trauma unit status. In addition to the full range of district general hospital care, DRI also provides some specialist services including vascular surgery. It has inpatient, day case, and diagnostic and outpatient facilities.*

***Bassetlaw Hospital in Worksop (BH)***

*An acute hospital with over 170 beds, a 24-hour Emergency Department (ED) and the full range of district general hospital services including a breast care unit and renal dialysis. Bassetlaw has inpatient, day case and outpatient facilities.*

***Montagu Hospital in Mexborough***

*A small non-acute hospital with over 50 inpatient beds for people who need further rehabilitation before they can be discharged. There is a nurse-led minor injuries unit, open 9am to 9pm. It also has a day surgery unit, renal dialysis, a chronic pain management unit and a wide range of outpatient clinics. Montagu is the site of our Rehabilitation Centre, Clinical Simulation Centre and the base for the abdominal aortic aneurysm screening programme.*

*We also provide outpatient and other health services at Retford Hospital and Chequer Road Clinic, including clinical therapies, medical imaging, audiology and screening.*

**Customer Objective**

# *A contractual service is sought from suitably qualified Suppliers to provide a remote reporting service that meets the service specification as outlined by the NHS SBS 10228 Framework and also meets the additional specific service requirements sought by DBTH.*

# *The Supplier must be able to demonstrate:*

# *• Quality Assurance*

# *• Service reliability and efficiency*

# *• Staff that hold the stated qualifications and reporting experience including sub-specialism as appropriate.*

# *• An audit programme – internal & 3rd Party - to ensure staff and service meet the specification required*

# *• Regular discrepancy review*

# *• Robust critical findings process*

# *• An auditable communication framework*

# *• Service resilience via a robust business continuity programme*

# *• The active review and monitoring of service performance.*

# **Scope/Specifics**

*Remote Reporting Service Specification - The service specification sought included:*

*1.* ***Services:***

*Services must comply with the latest published standards as applicable in delivering the service including:*

* *RCR BFCR (16)8 – Standards for the provision of Teleradiology within the UK; second edition 2016*
* *RCR BFCR (18)1 –Standards for interpretation reporting; second edition 2018*

*Hold the following accreditations:*

* *ISAS*
* *Working towards/achievement ISO 27001*
* *ISO 9001: 2005*
* *CQC regulated*

*Agree a robust, transparent and mutually agreeable implementation plan prior to commencement of any service*

*Have a robust and transparent recruitment and induction process for reporting Radiology Consultants*

*Must provide a list of Radiologists that will be used to provide the service including CV & relevant sub specialisation.*

*Supplier and Trust to agree the named Radiologists who will undertake the reporting.*

*Trust ability to refuse the services of a Radiologist – evidenced based.*

*Any proposed changes of Radiologists to be agreed with the Trust beforehand.*

*Robust Radiologist scheduling to meet demand*

*Facilitate direct interaction between the referrer and Radiologist*

*Agree a robust transparent and mutually agreeable exit plan outlining the step by step process required to manage the ending of a contract within the 1st 3 months of the service starting*

*2.* ***Resources:***

* *Radiologists GMC registered with appraisal & revalidation*
* *FRCR or EU equivalent*
* *Minimum 2 years’ experience*
* *Indemnity insurance*
* *Supplier must continually review and ensure the resources available maintain qualifications and are removed if necessary.*

*3.* ***Reporting:***

* *Reports must be clear and presented in a format agreed with the Trust*
* *Reports must be written in UK English*
* *Reports must contain the name of the radiologist as they appear on the GMC register and provide contact details for the referrer.*
* *Reports must be digitally signed to denote authorisation and negate any changes being made.*
* *Any issues raise must be investigated and resolved in a timely manner.*

***4. Governance:***

* *Supplier will agree a realistic service schedule with the Trust including report TAT and required helpdesk functions.*
* *Provide a 24/7 Helpdesk in accordance with the scope of practice and SLA agreed with the Trust.*
* *Provide a robust account management structure to deal with day to day issues and service performance.*
* *Monitor and report on service performance at regular review meetings including contracted KPI’s.*
* *Provide a mechanism for managing discrepancies with full arbitrary processes in place.*
* *Measure & report on Trust satisfaction regarding service and seek feedback as to how services can be improved.*

*5.* ***Performance management:***

*Information regarding the adherence to the agreed SLA. This would include:*

* *Activity/day/week/month*
* *Median and maximum report TATs*
* *Record of exams sent & report TATs*
* *Discrepancy rates*
* *Report quality*
* *Adverse incidents and complaints*
* *Helpdesk performance*
* *Active staff monitoring*

*6.* ***IT:***

*The Supplier must deliver the service utilising robust and secure IT processes including secure connectivity as required e.g. N3 and necessary encryption.*

*All connectivity, integrations and software must be at no cost to the Trust.*

*Any hardware must be agreed with the Trust including an option for the Trust to procure and use its own hardware based on Supplier specification.*

*The responsibility and associated costs for any hardware requirements must be agreed with the Trust.*

*Support the ability to secure and retrieve previous images at no cost to the Trust.*

*Diagnostic workstations used for reporting must be compliant with DICOM part 14/defined by the RCR.*

*If the Trust changes RIS or PACS during the contract term, the Supplier will be responsible for the associated change costs incurred to ensure the remote reporting service is maintained.*

*7.* ***Data Security:***

*The Supplier must enter into a Data Protection Protocol with the Trust which outlines how data will be processed as part of the service.*

*The Supplier must comply with the following:*

* *Completion of an annual assessment against NHS Digital Information Governance Toolkit (IGT) & its successor the Data Security & Protection Toolkit (DSPT) ensuring a ‘satisfactory’ position is maintained.*
* *Comply with the DPA 18; GDPR; Caldicott Principles; Confidentiality & NHS Code pf Practice.*
* *Certified by Cyber Essentials as part of UK Government’s National Cyber security Strategy*
* *Data is encrypted to Advanced encryption Standard AES-256 encryption*
* *Registered with the UK Information Commissioners data Protection Public Register*
* *Specific undertakings are required if processing data outside of the EEA; detail on enquiry.*

*8. Audit & Quality*

* *Provide and maintain accurate records of all reports examined/reported and the reporting Radiologist.*
* *An evidenced Audit policy available on request*
* *Supplier must undertake an audit of at least 5% of the total number of reports provided to a Trust*
* *Audited reports must be anonymised and audited independently by consultants on the GMC register*
* *The Supplier will ensure all records are safe; secure; managed and retained in accordance with the NHS Code of Conduct.*
* *Provide robust quality control processes – ongoing review*

# **Timeframes**

*The Customer requires this service/product to be in place by 01/08/2024.*

# **Summary**

Please confirm whether you intend to “Opt in” or “Out” of this mini competition opportunity under Supplier Response below.

# **Supplier Response**

 *Opt in/Opt out*

**Please provide your response by:** *20/02/2024*