

SCHEDULE 2 – THE SERVICES

A. Service Specifications

This is a non-mandatory model template for local population. Commissioners may retain the structure below, or may determine their own in accordance with the Contract Technical Guidance.

Service Specification No.	
Service	Bladder and Bowel Prescription Service
Commissioner Lead	TBD
Provider Lead	TBD
Period	April 2021 – March 2024
Date of Review	

1. Population Needs								
<p>1.1 National/local context and evidence base</p> <p>Background</p> <p>Following on from the CCG piloting a stoma prescription service and having in place a catheter prescription service, the CCG would like to combine the Stoma and Continence prescription services into a Bladder & Bowel Prescription Service providing a single point of access and holistic service for patients.</p> <p>The aim is to have a centralised Bladder and Bowel prescription ordering service provided by specialist nurses prescribers, working alongside patients, primary care and existing hospital or community based services. Through the service patients will have access to advice from specialist stoma and continence nurses and an individualized care review to ensure they are always prescribed the best products for their differing needs and reduce inappropriate prescribing.</p> <p>Utilising specialist nurse prescribers within the stoma pilot and continence prescription services have shown improved outcomes for patients.. The number of patients accessing the prescription services for advice increased dramatically during Covid.</p> <p>The Stoma prescription service pilot has also identified patient not routinely accessing care with acute/ community services who have been managing with products not best meeting their needs for a long time, the new service has been able to support these patients to manage their long-term conditions.</p> <p>Ease of access to the service along with meeting the needs of individual patients to access the service is a priority. The service should ensure patient choice with regard to who dispenses their prescription and products prescribed need to be based on a patient's clinical need.</p> <p>The optimisation of the prescribing in terms of outcomes for the patient along with prescribing costs and costs to the wider NHS must be a focus of the provider.</p>								
2. Outcomes								
<p>2.1 <u>NHS Outcomes Framework Domains & Indicators</u></p> <table border="1" style="width: 100%;"> <tr> <td style="width: 15%;">Domain 1</td> <td style="width: 70%;">Preventing people from dying prematurely</td> <td style="width: 15%;"></td> </tr> <tr> <td>Domain 2</td> <td>Enhancing quality of life for people with long-term conditions</td> <td></td> </tr> </table>			Domain 1	Preventing people from dying prematurely		Domain 2	Enhancing quality of life for people with long-term conditions	
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Domain 3	Helping people to recover from episodes of ill-health or following injury	
Domain 4	Ensuring people have a positive experience of care	
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	

2.2 Local defined outcomes

The required services are intended to enable a number of benefits namely:

1. Patient's quality of life – Delivering a regular reliable appliance prescription service with specialist clinical input to deliver a better quality of life and more independence to patients.
2. Reduction in complications – Interacting with patients when ordering their bladder or bowel appliance prescriptions will deliver improved clinical care and will reduce the rates and severity of bladder and bowel appliance related complications.
3. Optimised prescribing- reduce waste and delivery of consistent prescribing.

3. Scope

3.1 Aims and objectives of service

Service Aims:

This bladder and bowel prescription service aims to deliver a cost-effective supply of bladder and bowel appliances and accessories to patients as well as supporting optimal clinical management and education to promote self-care; in consideration of patients' physical and psychological needs throughout their bladder/bowel journey.

Service Objectives:

Clinical: Deliver /support effective clinical management of patients requiring the prescribing of stoma/continence appliances and accessories. Ensure prescriptions for stoma/ catheter equipment and supplies are appropriate to patients' clinical needs as those needs change.

Patient: Deliver an excellent patient experience and educate and empower patients to self-care and manage their stoma/ catheter; understanding where and when to get help when needed.

Management: Deliver a service that is safe, cost-effective, responsive and accessible; and which complies with all relevant guidelines and legislation.

The service pathway is based on the following principles:

- The right people
- Doing the right thing
- In the right order
- At the right time
- In the right place
- With the right outcome
- All with attention to the patient experience

3.2 Service description/care pathway

Working in partnership with the CCG the provider will implement a Centralised Sefton Bladder and Bowel Prescribing Service, which will be known as the Sefton Bladder and Bowel Prescription Service.

The provider will employ specialist nurse prescribers to undertake the prescribing within the service and associated clinical reviews to support optimised prescribing.

Recommendation/prescribing of products and services will be made by Healthcare Professionals based entirely on their knowledge and experience and their independent judgement as to the appropriateness of the products or services for individual patients.

Monitoring and clinical audit of the prescribing by the Sefton Bladder and Bowel Prescription Service will be undertaken by the provider and discussed with the commissioner on a quarterly basis. The provider would also undertake the monitoring of appliance use reviews (AURs) and report to the commissioner on a quarterly basis.

The provider will provide a prescription ordering service which meets the needs of individual patients and includes the clinical assessment at the point of ordering to highlight clinical issues/concerns direct to the service specialist nurse prescriber.

The Sefton Bladder and Bowel Prescription Service will offer a full care pathway across Sefton, agreed by the CCG and other locally commissioned bladder and bowel services. Co-production of the pathway by all stakeholders will be required.

All appropriate patients will transfer over to Sefton Bladder and Bowel Prescription Service from current prescribers of bowel and bladder appliances. Details of clinical reviews undertaken by the provider including appliance use reviews (AURs) will be shared electronically with the patient's registered GP within 72 hours. Any urgent cases, the GP will be contacted immediately for appropriate action.

With patient consent the clinical review/AUR report may be shared with other relevant Health Care Professionals involved in the direct care of the patient.

The service specialist nurses will provide a home visit when required to those patients who are housebound.

The provider will send clear communications, meeting the needs of individual patients introducing them to the service and provider.

The provider will offer patient choice of which community pharmacy or Dispensing Appliance Contractor (DAC) the patient wishes to use, at each contact.

Prescription requests will only be accepted from patients directly (not via a DAC or pharmacy).

The provider will work with other Healthcare Professionals as well as directly with patients to identify patients who may struggle with the ordering of their prescriptions and/or require reasonable adjustments to be made to enable the patient to access, utilise and gain optimum outcomes from using the service. Reasonable adjustments are to be documented and shared with other appropriate healthcare professionals if patient consent is given.

Key performance indicators for the service

- The service will issue a prescription within 2 working days of the prescription request to the dispensing organisation (DAC / Community pharmacy). The service will endeavour to action urgent requests on the same day wherever possible.
- The prescription sent to DAC/ Community Pharmacy to arrive within 4 working days of order.
- The service will make contact with the patient within 5 working days of receiving a referral to introduce and explain the Bladder and Bowel prescription service, including how to place an order and next steps.
- All patients to have documented choice of Dispensing Appliance Contractor (DAC) or Community pharmacy. Patients must also be advised they can change their choice of dispenser at any time.
- Annual patient satisfaction survey to be undertaken by provider and results discussed with commissioner.
- The service will provide the commissioner with quarterly cost effective/optimised prescribing data and number of Appliance Use Reviews (AUR's) undertaken

3.3 Population covered

During the life of the contract, the service may incorporate all patients with a stoma and or catheter (adults and children), registered with the following CCGs

South Sefton CCG
Southport and Formby CCG

Current estimated patient numbers per CCG is outlined in the tables below.

Stoma	
CCG	Patient numbers
NHS SOUTH SEFTON CCG	526
NHS SOUTHPORT AND FORMBY CCG	500

Continence(Catheters)	
CCG	Patient numbers
NHS SOUTH SEFTON CCG	500
NHS SOUTHPORT AND FORMBY CCG	550

3.4 Any acceptance and exclusion criteria and thresholds

All services will be delivered in compliance with the Cheshire & Merseyside Commissioning Policy.

The service will accept all referrals for patients registered with a South Sefton or Southport and Formby CCG GP practice

3.5 Interdependence with other services/providers

The Provider will offer a full care pathway across Sefton, agreed by the CCG and other locally commissioned bladder and bowel services. Working in collaboration with the Commissioner and the following stakeholders:

- Primary Care
- Local acute Providers (in relation to shared pathway delivery and MDT discussions)
- Local community Providers (in relation to shared pathway delivery and MDT discussions)
- Patient support groups.
- Community voluntary sector.

4. Applicable Service Standards

4.1 Applicable national standards (e.g. NICE)

4.2 Applicable standards set out in Guidance and/or issued by a competent body (e.g. Royal Colleges)

All services must be delivered in accordance with NHS England's guidance for managing conflicts of interest in the NHS (available: <https://www.england.nhs.uk/wp-content/uploads/2017/02/guidance-managing-conflicts-of-interest-nhs.pdf>)

4.3 Applicable local standards

- Cheshire and Mersey commissioning policy
- Pan Mersey APC prescribing Guidance

5. Applicable quality requirements and CQUIN goals

5.1 Applicable Quality Requirements (See Schedule 4A-C)

5.2 Applicable CQUIN goals (See Schedule 4D)

6. Location of Provider Premises

6.1 Provider arranges appropriate local premises to perform face to face reviews as required

7. Individual Service User Placement

8. Applicable Personalised Care Requirements

8.1 Applicable requirements, by reference to Schedule 2M where appropriate
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