

Service Specification for Locality Phlebotomy Service Providers

Guidance: This is a key Schedule and must set out a description of each of the Sub-Contracted Services. You should consider including:

- *Service Description*
- *population covered*
- *any acceptance and exclusion criteria and thresholds*
- *any interdependencies eg, with other providers/sub-contractors of Head Provider*
- *applicability of national standards or Guidance*
- *location of Sub-Contractor premises*
- *any service limitations*
- *any requirement regarding caseloads, availability of clinics, etc*
- *where Specialised Services are provided include as relevant any derogations from National Service Specifications*

It will be important to review the relevant service specification in the Head Contract to ensure this service specification is consistent.

1. Service Description

Delivery of phlebotomy clinics within a community setting, to provide convenient access for patients, who have been asked by their health professional to have a venous blood sample taken.

2. Staffing and Training

The Subcontractor will undertake to:

1. Provide staff to carry out the collection of the blood samples. All such staff must be trained and deemed competent to perform phlebotomy by trainers employed by the Head Provider.
2. Phlebotomy staff will follow the Standard Operating Procedure (PH LPR15 included in schedule 5A of this contract) for the collection of venous blood samples provided by the Head Provider
3. All staff will receive a yearly assessment of their competence by Head Provider training staff, and the Subcontractor will agree to release these staff at a mutually convenient time to undergo reassessment.
4. Within this competency assessment will be the requirement for training in Basic Life Skills and CPR

The Subcontractor will co-operate with Head Provider trainers if there are issues regarding the ongoing competence of staff at their clinics. That member of staff must be released to attend a competency assessment and retraining session

organised by UHCW if deemed necessary by the phlebotomy trainer(s). If the issues are considered sufficiently serious, the member of staff must cease any phlebotomy duties until this reassessment and training can be carried out, even if this means that the operation of the clinic has to be suspended.

The Head Provider will train up to two staff in any eighteen month period for each phlebotomy clinic site. If training of additional staff is required within any eighteen month period, the cost of this training will be charged to the subcontractor.

3. Exception/Exclusion Criteria

The service is open to all patients

- with a blood test request form
- aged 16 years or over

Exclusions from this service are:

- patients aged 15 years and under
- patients with a request form that contains any of the specialised tests listed in document PH TP15 (Included in Schedule 5A of sub contract)
- patients with a history of being hard to bleed

4. Population Covered

This service is open to patients with a blood test request form from GP Practices and NHS Hospitals and services in Coventry and Warwickshire (except when an exclusion criteria listed above applies)

5. Interdependencies

When scheduling clinics at community locations, the Subcontractor will need to take into account the scheduled pathology transport collections from the clinic site in order to ensure that blood samples are collected appropriately.

6. Premises

The Subcontractor will provide Phlebotomy Clinics from locations listed in NHS Subcontract agreed between CWPS and subcontractor.

The Subcontractor is responsible for ensuring that the area, furniture and equipment used for phlebotomy complies with the accreditation standards for premises set out in Appendix 1 of this service specification and cooperates with the Head Provider in allowing inspection of the premises by the Head Provider to ensure that this is the case.

The Head provider will give at least 48 hours' notice of any visit to the clinic and will work with the Subcontractor to identify a time to visit that does not interfere with service provision.

All phlebotomy specific furniture and Phlebotomy equipment will be purchased by the Subcontractor and maintained in good working order.

7. Consumables

The Subcontractor will manage and maintain stocks of consumables required to provide the phlebotomy service by ordering items from the Head Provider

as listed at 12 iii. Items ordered through the head provider must only be used to provide the phlebotomy service set out in this agreement.

All other consumables required to provide the service must be purchased directly by the Subcontractor from recognised national suppliers. The Head Provider will provide information and details of such suppliers if required. The consumables to be purchased by Subcontractor:

- Gloves
- Plasters
- Alcohol wipes/Gauze and disinfection fluid
- Micropore tape

8. Service Provision

The Subcontractor will be responsible for deciding the structure of their clinics and whether they offer appointments or walk in services. The subcontractor will be encouraged to consider the use of the Coventry and Warwickshire wide online appointment booking service for phlebotomy clinics.

9. Service Continuity

The Subcontractor should direct patients to alternative phlebotomy sites, or to the two hospital sites, if they are unable to maintain their service for any reason e.g. as a result of staff absence.

10. Indemnity Reimbursement

The Subcontractor will be responsible for indemnity insurance for staff performing phlebotomy duties. They are responsible for recovering the costs of the indemnity from Coventry and Warwickshire Pathology Services and should send proof of the indemnity and evidence of the costs incurred to:

Finance
Coventry and Warwickshire Pathology Services
4th Floor West Wing,
University Hospital,
Clifford Bridge Road,
Coventry CV2 2DX

Email: usman.irfan@uhcw.nhs.uk Mehtab.Hussain2@uhcw.nhs.uk

11. Transport of Samples

The Head Provider will be responsible for the collection of samples and their delivery to University Hospital Sample Reception (4th Floor, West Wing) or City of Coventry Health Care Centre. In the event that any Subcontractor is notified of the failure of any normal transport arrangements by the transport provider, the Head Provider will reimburse the Subcontractor for any reasonable costs associated with making alternative transport arrangements for getting the samples to one of the Coventry and Warwickshire Pathology Sites. These costs might be the mileage costs of staff transporting samples to those sites, or the costs of arranging a taxi to take them to the nearest site. *NB University Hospital currently provides a pick up service from all GP surgeries in Coventry. It is suggested that locality clinics contact their nearest surgery, and make themselves aware of the pickup times. In event of their*

own transport arrangements failing, they may then be able to leave samples at the surgery to be picked up by UHCW staff.

12. The Head Provider agrees to:

- i. Provide the training and regular reassessment of staff in order that they are competent to carry out phlebotomy duties. This will consist of an annual update and reassessment of competence as a minimum with update training should any changes in practice be required.
- ii. Investigate any Clinical Adverse Events (CAEs) s raised as a result of patients attending such clinics for the collection of blood samples. Advice on actions required as a result of any CAEs will be provided by Head Provider
- iii. The supply of the following items for the phlebotomy service:
 - a. Blood collection tubes
 - b. Needles
 - c. Holders
 - d. Pink Bar code location stickers
 - e. Specimen bags
- iv. Head Provider staff will enter the details of the collection location in the laboratory computer system. This is providing all information is provided from the Subcontractor as detailed in paragraph 5 above. That information will be extracted from the computer system on a monthly basis and reconciled with the lists received from the Subcontractor. All discrepancies will be investigated.
- v. Offer subcontractors the use of online booking service through Swift Queue and support sites to implement this.

Appendix 1

PHLEBOTOMY SERVICE PREMISES ACCREDITATION PROFORMA

Person completing form

Date of assessment...../...../.....

FACILITIES

REQUIREMENT	ASSESSMENT	COMMENT
Is the area private that will allow visual privacy and dignity?	YES/NO	
Is there appropriate flooring (non absorbent flooring/ no carpets) in this area?	YES/NO	
Is there a dedicated phlebotomy chair?	YES/NO	
Alternatively, is there an ordinary chair with a table of the right height available for the patient to rest their arm on or nothing present?	YES/NO	
Is there a table/ shelving in the clinical area for putting a sharps box on?	YES/NO	
Alternatively is there a wall mounted sharps box?	YES/NO	
Are there at least 3 chairs in your waiting area?	YES/NO	
Is there prominent signage for visually impaired patients already in place?	YES/NO	
Is there a separate area where staff can have lunch breaks, away from the clinical area?	YES/NO	
Is there a dedicated hand washing facility in this clinical area?	YES/NO	
Is there suitable storage facilities for the required phlebotomy consumables/	YES/NO	
Is there a suitable work station for use during venepuncture?	YES/NO	

Date for review...../...../.....

SIGNED.....

PRINT.....

