

Log of changes to the Draft Service Specification (v0.1/0.9)

Following the first pre-engagement market event held on 4th October 2017

Page Number	Section Reference	Changes made
Page 11	1.1 – Introduction	Floor Walker role added to Clinical navigation for clarity. Hours of operation confirmed (6:30pm-8am)
Page 13/14	2.2 - Local Context	Removed 'registered with a GP' for patients occupying a bed. Clarity added regarding exclusion of clerking-in and ward rounds for community hospital OOHs provision. Prisoner numbers added. Bronzefield cover for OOHs – TBC. Secure mental health unit cover for OOHs – TBC Community Hospital cover (x5) for OOHs - TBC Call volume growth amended to 2%
Page 19/20	3.2 – Locally defined Outcomes	Specific outcomes/critical success factors updated for year one and further years
Page 22	4.2 - Service Description/Operating Model – 111 Call Handling	Paragraph re-write and clarity regarding clinicians practicing in their own right and use of the CDSS tool and requirement for audit and auto ambulance dispatch. Removal of 'Navigator' role to provide clarity.
Page 27	4.2.1.9 – Assessment of Outcomes	Removal of reference to NQRs. MDS/Schedule 4 to incorporate both 111 and OOHs elements.
Page 30	4.2.1.12.8 – Ambulance Dispatch	Removal of 'validation of Red ambulances' and replaced with 'to be agreed with the commissioner'.
Page 36	4.5.1 – Clinical Principles	Removal of reference to NQRs. MDS/Schedule 4 to incorporate both 111 and OOHs elements.
Page 39	4.5.3 – face-to-Face Consultation and Treatment – clinical	Removal of reference to rota patterns available as an Appendix.
Page 42	4.5.8 – Medical Equipment and Supplies	Sphygmomanometer added to list of equipment required.
Page 40	4.5.4 Home visits	Removal of reference a home visiting rota available as an Appendix
Page 46/47	4.5.22 – Palliative Care	Whole section has been updated, following cross reference to current OOHs provision, latest advanced care directives/best practice.
Page 54	4.7.3 – Clinical workforce	Changed title Clinical Telephone/remote Workforce to Clinical Workforce. Added clarity regarding practicing outside of CDSS. Appraisal added.
Page 55	4.7.3 – Clinical workforce: Other Clinical staff	Appraisal added.

Page 56	4.7.5.1 - Potential Skill Mix	Clarity provided regarding navigator/floor walker type role.
Page 64	4.8.9 – Online/Digital Services	Clarity provided that commissioners do not have a preferred digital product.
Page 72	4.10.3.1 – General Conditions	Clarity added that this relates to the speak to function only.
Page 79/80	4.15.13 – Opening Hours	The opening times Mon-Thu & Fri-Sat 18:30-08:00 have been clarified. Sentence added re opening times are subject to change but no significant alteration anticipated in year 1.
Page 88	4.21 – Communication and Engagement	Added use of picture grams for patients with learning disabilities.
Page 93	5.1 - Applicable Standards	National IUC technical, clinical governance, operational and reporting requirements added.
Page 100	6.1/6.2 CQUIN	2 x Paragraphs updated – awaiting NHSE clarity on requirements from April 2019 onwards.
Page 108/109	7 – Local Provider Premises	Removal of 'stipulated'. Sentence added that locations/opening times may change with advance agreement with Commissioners. Current opening times/availability table added.
Page 139/140	Glossary	Clarity provided regarding Navigator and Floor Walker roles.
		Prisons MH secure unit G&W Community hospital requirements