



1 Service Model

As explained in the covering letter, Serco Health is bidding to provide the complete out of hours primary care service, including the call handling element. We believe that there are significant advantages to having a single provider of the end to end service in terms of integration of care, simplified patient journey, single clinical governance frameworks, and efficient use of resources. Figure 1 represents our proposed model for such a service in diagrammatic form, individual elements of which will be explained in greater detail throughout the proposal document

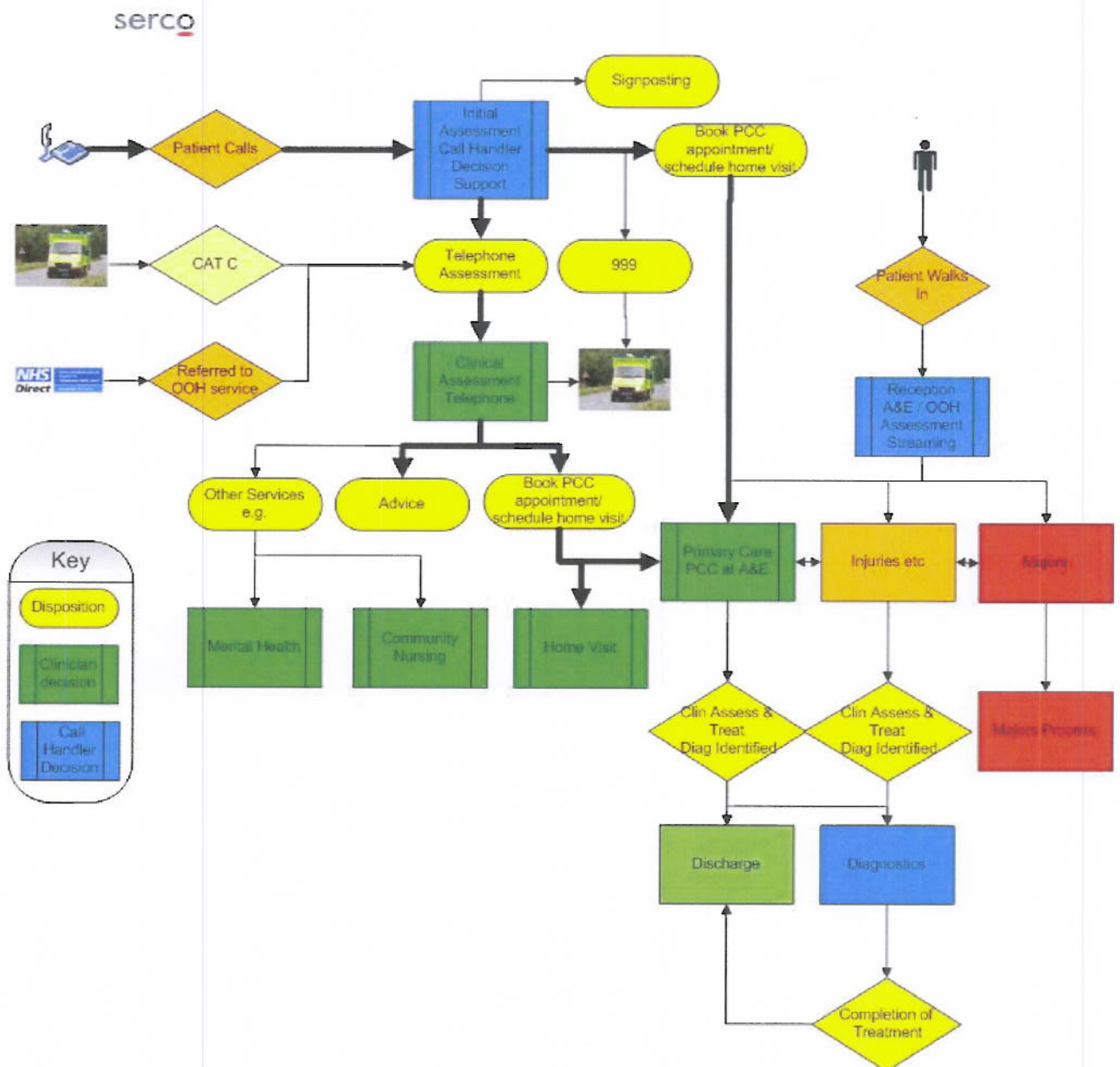


Figure: 1 Service Model



2.12.2.1 Criteria for transport

The use of the patient transport service should be strictly on the basis of assessed need. The service should only be used where patients are unable to arrange their own transport to the out-of-hours centre.

Serco understands and accepts the above. As the incumbent service provider we can confirm that we are delivering a service that complies with this requirement and we will continue to do so.

Clinical staff follow strict guidelines and protocols developed by the local clinical leadership team in Cardiff when assessing the need for patient transport. Only in circumstances where no other form of transport is available, and the patient is clinically fit to travel and a home visit is not appropriate, will patient transport be provided.

The professional taking the call must explore other options such as friend/neighbour's car, taxi etc to transport the patient to the out-of-hours centre. If all other options are exhausted then patient transport may be arranged.

Serco understands and accepts the above. As the incumbent service provider we can confirm that we are delivering a service that complies with this requirement and we will continue to do so. Please refer to the answer given in Part 2.12.2.1 above.



The transport service should only be offered to patients who are fit to travel and not as a substitute for a home visit to seriously ill patients. Patients will be able to receive access to the appropriate treatment if attending the out-of-hours centre rather than a basic examination at home.



Serco understands and accepts the above. As the incumbent service provider we can confirm that we are delivering a service that complies with this requirement and we will continue to do so. Please also refer to the answer provided in Part 2.12.2.1 above.



3.5 Call Handling and Nurse Triage

A comprehensive and robust call handling system will need to be in place that collects the necessary patient details and then undertakes telephone triaging of the patient's condition. Triageing must be carried out by an appropriately trained professional, either a Dental Care Professional (DCP) or a general nurse.

At the heart of the proposed comprehensive DOOH service is timely and effective clinical triage so that true dental emergencies which cannot wait until the following morning can be directed to the local A&E department.

It is essential that patients/service users be provided with the appropriate intervention at the correct venue, and that those cases which require immediate attention are managed appropriately. However it is essential that those cases which are not true emergencies which can wait until the following morning are managed appropriately and referred to one of the day-time emergency sites.

3.5.1 Call Handling System

Serco Health is experienced in providing call handling and clinical triage for out of hours dental services, as we currently provide this service in Cornwall as part of an integrated out of hours service.

In line with our proposal for the GMS element of the out of hours service, Serco Health is bidding to provide both call-handling and clinical triage for the dental out of hours service. Within our proposal is a significant investment in telephony and computer infrastructure, which will facilitate prompt, robust, resilient and effective call-handling. We will be employing Adastra Version 3 for call handling, with embedded TAS (Plain Software) to provide clinical decision support for the telephone clinical

assessment. This software incorporates within it a prioritisation module that enables the call handler to rapidly identify and refer emergency cases, and to then appropriately route, on the basis of urgency and specific need, remaining calls, so that patients receive the right care at the right time from the right person. Adastra has been widely adopted by primary care out of hours services throughout the United Kingdom, and its safety and acceptability have been shown by the 100 million patient interactions for which the software has been employed since inception. This system supports dental call flows, and contains specific templates for this purpose, which can be adapted to the local service.

We believe that combining the call-handling and triage elements of the service is advantageous to the patient, the service, and because of increased efficiency, to the Local Health Board. There will be a single, continuous patient record from the first contact with the service through to the completion of the patient journey. This will avoid double entry, reduce duplication of patient questioning, and remove any risks inherent in a handover process from one service and software system to another, as the patient journey progresses.





4.1 Performance Standards

In the event that the service falls below the quality standards set out in this specification (including corporate and clinical governance standards), the LHB will request details and a full explanation from the Contractor together with detailed action plans for remedy. Immediate remedial action will be required should serious critical governance issues arise. Should the problems persist or others arise, the LHB reserves the right to consider and withhold payment and/or terminate the contract with six months notice. Serious breaches of the terms of the contract will result in immediate termination.

Serco is pleased to say that we consistently comply with the quality and clinical governance standards detailed in your specification and we will continue to do so. We monitor and review the service performance achieved against these standards. This is on a daily basis as a minimum. Please see Figure 1 for an example of Serco's daily dashboard, a daily view of performance activity against national requirement standards. Any shortfalls are immediately investigated and remedial action implemented if necessary at the earliest opportunity.

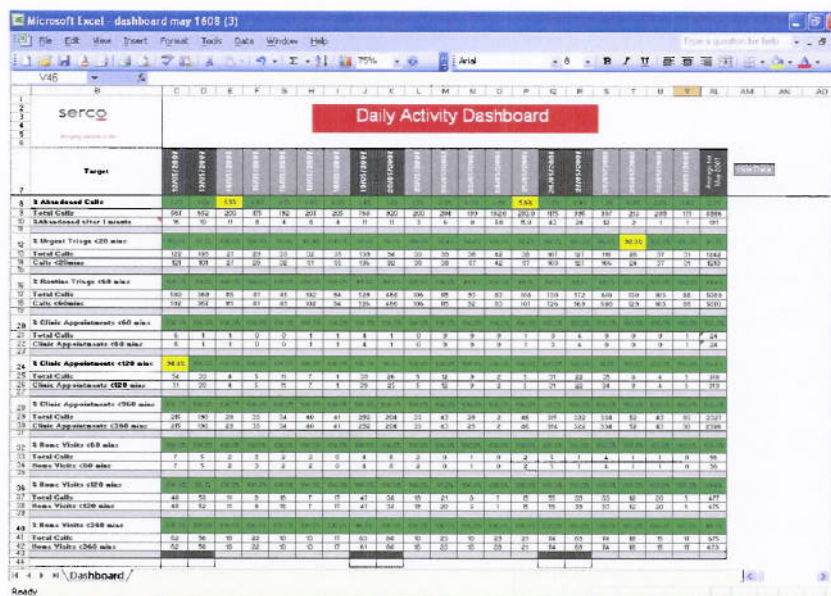


Figure 1: Serco's Daily Dashboard

We currently report the service performance to the LHB on a monthly basis as a minimum, however, more regular reports (as often as daily) can be provided if required. Cases where the service performance fails to meet the criteria will be highlighted and explained to the LHB. Any serious untoward incidents (SUI's) are reported to the LHB immediately and this will continue to be the case. Serco understands and accepts the LHB's right to withhold payment and / or terminate the contract with six months notice and that serious breaches of the terms of the contract will result in immediate termination.