

Service Specification No.	EPCS2
Service	Secondary Care Phlebotomy Service
Commissioner Lead	Colin Webb, Commissioning Manager
Provider Lead	Primary Care Network Clinical Directors
Period	1 April 2020 - 31 March 2021
Date of Review	March - Annually

1. Population Needs		
1.1 National and Local Context and evidence base		
<p>1.1.1 All practices are expected to provide essential services and those additional services they are contracted to provide to all their patients through their GMS, PMS or APMS contract. This service specification outlines the more specialised service to be provided. The specification of this service is designed to cover the enhanced aspects of clinical care of the patient, all of which are beyond the scope of essential services. No part of this specification by commission, omission or implication defines or redefines essential or additional services.</p> <p>1.1.2 The scope of this service is derived from current provision of services by general practice that NHS Hull CCG has accepted are not defined within essential services, namely:</p> <ul style="list-style-type: none"> ○ Requests for phlebotomy (blood test investigations) in general practice as a consequence of a referral to or on-going care by hospital services, where it is either inconvenient or undesirable for the patient to attend at hospital. <p>1.1.3 Due to historic inequity of access across Hull, Extended Primary Care Medical Services (EPCMS) were implemented across the city. A Phlebotomy EPCMS was commissioned by NHS Hull CCG. The payment for the EPCMS was based on Contractor Price Index (CPI) and not on activity.</p> <p>1.1.4 NHS Hull CCG wishes to commission at Primary Care Network level a service which mainstreams the provision of phlebotomy services in General Practice across Hull and will provide a phlebotomy service for secondary care requested pathology for patients registered with Hull GP Practices.</p> <p>1.1.5 It has been recognised that the provision of secondary care requests for phlebotomy services delivered in primary care has significant benefits to both patients and secondary care which include:</p> <ul style="list-style-type: none"> • Equitable service across the City of Hull • Greater patient convenience • Timely service • Minimal travel • Available expertise already present in primary care • Holistic approach to patient care 		
2. Outcomes		
2.1 <u>NHS Outcomes Framework Domains & Indicators</u>		
Domain 1	Preventing people from dying prematurely	
Domain 2	Enhancing quality of life for people with long-term	

		conditions	
	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 a safe environment and protecting them from avoidable harm	✓

3. Scope

3.1 Aims and objectives of service

3.1.1 The overall aim of the Secondary Care Phlebotomy service is to deliver an equitable phlebotomy service to patients registered with Hull General Practitioners. The service will be contracted through the Primary Care Networks and delivered in GP practices across the city to improve coverage of service and accessibility to blood tests which are as a consequence of referral to or on-going care by Secondary Care.

3.1.2 The objectives of the Secondary Care Phlebotomy service are to:

- Improve access to phlebotomy services for patients
- Promote a positive experience for patients requiring phlebotomy
- Provide a holistic approach to patient care

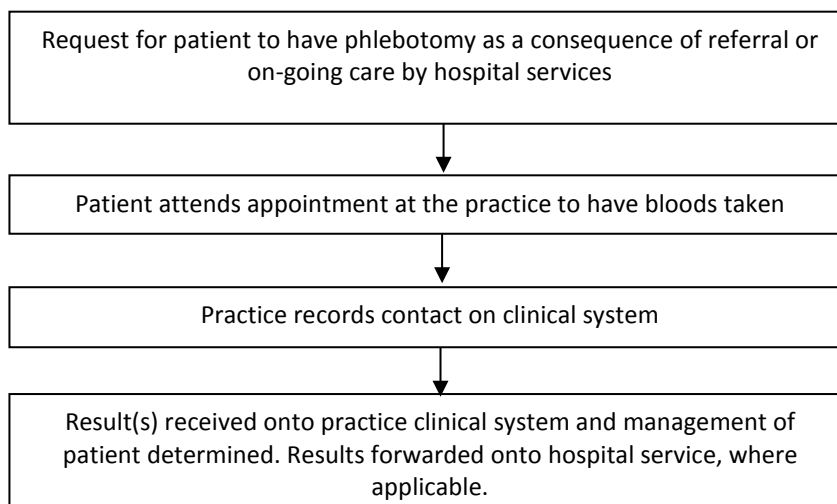
3.2 Service description/care pathway

3.2.1 The practice will respond to all requests for phlebotomy (blood test investigations) as a consequence of a referral to or on-going care by hospital services, where it is either inconvenient or undesirable for the patient to attend at hospital.

3.2.2 This does not include “diagnostic” phlebotomy requests from practices for their own patients prior to making a decision to refer. For example

“a GP may request bloods prior to referral to the erectile dysfunction clinic which could be to exclude hormonal causes and therefore negate the need to refer to endocrinology or to exclude hyper-lipidaemia which could be then treated within the practice without the need for onward referral”

3.2.3 Therefore, blood investigations which are requested as part of the decision making process to refer are NOT included in this enhanced service.



3.3 Specific Requirements

3.3.1 Data Collection and Record Keeping

3.3.1.1 Practices must maintain adequate records of the service provided, incorporating all known information relating to any significant events including:

- wound infections
- any problems arising from processes in Primary or Secondary Care in the application of this service
- any untoward incidents associated with phlebotomy

3.3.1.2 All phlebotomy should be recorded on the practice computer system using the following read code:

Snomed Code	Description
165791000000107	Phlebotomy generated by Secondary Care done by practice

3.3.2 Reporting

3.3.2.1 Practices must submit quarterly activity to the North Yorkshire and Humber Enhanced Services Portal.

3.4 Population covered

3.4.1 Patients registered with a GP practice that is a member of NHS Hull CCG.

3.4.2 The Provider must ensure that all patients registered with a practice that is a member of the Primary Care Network can access the service.

3.5 Any acceptance and exclusion criteria and thresholds

3.5.1 The following are excluded:

- Children under 16 years of age
- Blood investigations for which funding is available through any other enhanced service commissioned by NHS Hull CCG which would include but not limited to:
 - Shared Care Monitoring service (formerly Near Patient Testing)
 - QOF
 - Maternity – Additional Service
- Blood investigations which are part of the decision making process to refer
- Housebound patients – this cohort of patients are to be referred to the district nursing service as per the criteria in the current Pathway Information Portal (PiP).

3.6 Interdependence with other services/providers

- Hull and East Yorkshire Hospitals NHS Trust
- City Health Care Partnership (CIC)

4. Applicable Service Standards

4.1 Applicable national standards (eg NICE)

4.1.1 The service should support the achievement of the following Department of Health (DOH) statutory requirements:

- NHS Operational Planning Guidance 2019-20
- NHS High Quality Care for all; Next Stage Review final report 2008

4.1.2 In addition, the service should adhere to the following quality standards:

- Standard for Better Health and any successor guidance published by the Care Quality Commission
- Health and Social Care Act 2012

There are no NICE guidelines in relation to Phlebotomy.

4.3 Applicable local standards

4.3.1 The Practice must develop a written protocol for the provision of this service which will be reviewed annually. The protocol must include infection control and needle-stick injury management.

4.3.2 Staff performing phlebotomy should be adequately trained and supervised as determined by the Practice and be competent to undertake the role. Non-registered staff carrying out the role (i.e. Health Care Assistant) must have attended formalised training in relation to the service and evidence must be given to support this.

4.3.4 All staff undertaking the procedure must have verified Hepatitis B protection and must have suitable indemnity.

4.3.5 The Practice must have adequate mechanisms and facilities, including premises and equipment, as are necessary to enable the proper provision of this service.

4.3.6 The Practice must adhere to good practice as outlined in the Infection Control Guidance for General Practice.

4.3.7 The Practice must maintain a stock of suitable phlebotomy containers and ensure the correct usage.

5. Applicable quality requirements and CQUIN goals

5.1 Applicable quality requirements

5.1.1 The Provider will develop and follow a standard operating policy for provision of this service

5.2 Applicable CQUIN goals

None applicable

6. Location of Provider Premises

6.1 Premises:

6.1.1 The service will be provided from the Provider's Premises located at: Hull GP Practices.

7. Individual Service User Placement

Not applicable