



---

# The Services

## The Provision of Community-Based Health Check (Core programme)

Reference DN112573

## Contents

---

The Contract

Appendix A – Contract Specific Specification

Appendix B – Quality Outcome Indicators

Appendix C – Service User, Carer and Staff Surveys

Appendix D – Charges

Appendix E – Incidents Requiring Reporting Procedure

Appendix F – Information Provision

Appendix G – Service Quality Performance Report

The following have already been provided within Dynamic Purchasing System for Community Health Improvement Services and as such, along with the above, will form the full contract when awarded:

- Contract Terms and Conditions
- Appendix A – General Specification
- Appendix H - Dispute Resolution
- Appendix I - Definitions and Interpretation
- Appendix J - DBS Check Documents

## The Contract

### Provision of Community-Based Health Checks (Core)

---

#### 1. Terms and Conditions

- 1.1. The terms and conditions ('Contract Terms and Conditions') are as agreed by entering into the Dynamic Purchasing System (DPS) for Community Health Improvement Services.
- 1.2. The document titled "Procurement Documents" and this document titled 'The Services' along with appendices listed below in 1.2.1 form part of the General Terms and Conditions of Contract ('General Conditions' - Section B) and the Special Terms and Conditions ('Special Conditions' – Section C) that apply to the contract awarded for the Services pursuant to the further competitive from DPS for Community Health Improvement Services.
  - 1.2.1. Appendices as follows:
    - Appendix A
      - General Specification ①
      - Contract Specific Specification ②
    - Appendix B Quality Outcome Indicators ②
    - Appendix C Service User, Carer and Staff Surveys ②
    - Appendix D Charges ②
    - Appendix E Incidents Requiring Reporting Procedure ②
    - Appendix F Information Provision ②
    - Appendix G Service Quality Performance Report ②
    - Appendix H Dispute Resolution ①
    - Appendix I Definitions and Interpretation ①
    - Appendix J DBS Check Documents ①

① As provided within the Dynamic Purchasing System

② As provided in this document with the further competition

#### 2. Commencement and Duration

- 2.1. In accordance with clause A3:
  - 2.1.1. The Contract shall take effect on 1<sup>st</sup> April 2016 (the 'Commencement Date')
  - 2.1.2. The Provider shall provide the Services from 1<sup>st</sup> April 2016 (the 'Service Commencement Date')

- 2.1.3. The Contract shall expire automatically on 31<sup>st</sup> March 2017 (the 'Expiry Date', unless it is extended in accordance with clause 3 below or terminated earlier in accordance with the provisions of the Contract.

### **3. Extending the Duration of Contract**

- 3.1. The Council may extend the term of the Contract by a further 2 years (the 'Extension Period') within 1 year increments, equating to a potential Contract term of 3 years. (1 + 1 + 1). If the Council wishes to extend this Contract, it shall give the Provider at least 3 months written notice of such intention before the Expiry Date.
- 3.2. If the Council gives such notice, the Expiry Date will be extended by the period set out in the notice.

### **4. Service Review**

- 4.1. The Contract will may be subject to future changes in policy and/or any alteration to the activity target and/or maximum activity number of service users on an annual maximum. Reviews in accordance with clause B18 ('Service Review') and clause ('Review Meetings').
- 4.2. The service specification will be subject to an annual review that may be updated to reflect changes in any future changes in national or local policy, for example, government guidance and legislation, industry professional standards, NICE guidance, Public Health England or Dorset County Council policy. Adequate notice will be given to the provider of any signification changes which may impact on the service provided and will ensure sufficient transition arrangements are secured to ensure service continuity

### **5. Managing Activity**

- 5.1. In accordance with clause B6 the Provider must manage Activity as agreed with the Council as part of award of Contract, and set out in the Specification and/or the Quality Performance Indicators.

### **6. Charges and Payment**

- 6.1. In accordance with clause B8 ('Charges and Payment') the shall be as set out in Appendix D ('Charges')
- 6.2. The frequency of claim for Charges and method to make claim for Charges shall be as set out in Appendix D ('Charges').

## **Appendix A – Contract Specific Specification**

### **Provision of Community-Based Health Checks (Core)**

---

#### **1. Introduction**

##### **1.1. Aims**

The aims of the service as set out in this specification are to provide NHS Health Checks in accordance with the national programme in order to:

- i. Reduce the risk of cardiovascular disease in the eligible population of Bournemouth, Poole and Dorset (subsequently referred to as Dorset)
- ii. Reduce health inequalities
- iii. Increase awareness of the risks relating to lifestyle surrounding cardiovascular disease
- iv. Increase uptake of behaviour change programmes to improve health outcomes in the local population.

##### **1.2. Objective**

To provide NHS Health Checks to the eligible population following an invitation from the individual's GP practice.

#### **2. Scope of Service**

This specification relates to the Public Health contract which requires Providers to provide NHS Health Check assessments following an invitation.

##### **2.1. Access to service**

To offer NHS Health Checks to Service Users who are in receipt of an NHS Health Check invitation from their GP practice.

##### **2.2. Service User Support**

To signpost Service Users who are identified with an increased risk of cardiovascular disease, as set out by the NHS Health Checks Referral Criteria [clause 9]. Service users identified as requiring further support can be signposted to:

- 2.2.1. Their registered GP for further testing, advice and/or support
- 2.2.2. LiveWell Dorset to enable them to make changes to their lifestyle to reduce their risk of CVD. (LiveWell Dorset is a service that is commissioned by Public Health Dorset to act as a single point of contact for adults who want support in making changes to their lifestyle; for further information see [www.livewelldorset.co.uk](http://www.livewelldorset.co.uk)).

##### **2.3. Activity**

To offer NHS Health Checks to Service Users who are registered to a GP within Dorset as determined by the Dorset Clinical Commissioning Group

(CCG) who have received an invitation from their GP practice to attend an NHS Health Check.

- 2.3.1. Contracts to deliver core NHS Health Checks under this specification will be offered for whole localities. See 10. CCG Locality Map.

The management of invitations to attend NHS Health Checks is subject to a separate agreement with local GP practices. However, an estimate of the number of invites to be sent in each locality during 2016/17 is given in the table below in order to give Providers an indication of the volume of core Health Checks to be delivered during the year. (Nationally approximately 48% of people invited for a health check, take up the offer of an assessment.)

Locality	Indicative Activity
Bournemouth East	2526
Bournemouth Central	2517
Bournemouth North	2389
Poole Central	2725
Poole North	2426
Poole Bay	3065
Christchurch	2517
East Dorset	3338
Purbeck	1659
Mid Dorset	2067
North Dorset	4009
West Dorset	2109
Weymouth and Portland	3494

- 2.3.2. Core health checks can only be offered to Service Users who present with an invitation letter from their GP practice. The number of core health checks delivered cannot exceed the number of invitations sent out by the GP practices in the given locality each year. Core health checks cannot be undertaken opportunistically. Health checks undertaken opportunistically, i.e. without prior invitation, are being commissioned separately through another call-off contract.

### 3. Service Requirements

#### 3.1. Best Practice Guidance

The Provider will be required to deliver NHS Health Checks (The Service) in accordance with this Agreement and NHS Health Checks Best Practice Guidance (PHE Feb 2015).

**3.2. Tests to be undertaken as part of the NHS Health Check**

The Provider shall take no less than 20 minutes per NHS Health Check risk assessment completing all of the following checks:

- i. Point of Care Testing (POCT) non fasting cholesterol check to include:
  - a) Total serum cholesterol
  - b) Hdl cholesterol and
  - c) Total serum cholesterol/hdl ratio.
- ii. Weight and height to calculate BMI
- iii. Systolic and diastolic blood pressure levels, in accordance with NICE Guidelines, 127 August 2011 and subsequent updates
- iv. Alcohol consumption questionnaire (Audit-C)
- v. General Practitioner Physical Activity Questionnaire (GPPAQ – excel version)
- vi. Family history in terms of cardiovascular disease
- vii. Smoking status
- viii. Service Users are to be given a printed version of their NHS Health Check result including a composite risk score in a format specified by The Commissioner
- ix. Service Users aged 65 and over are to be provided with the Dementia Awareness leaflet which is available from [www.orderline.dh.gov.uk](http://www.orderline.dh.gov.uk) or can be downloaded from [www.healthcheck.nhs.uk](http://www.healthcheck.nhs.uk).

**3.3. Equipment Required to Deliver NHS Health Checks**

The Provider shall be required to supply all equipment and ensure that quality control, clinical disposal and training is undertaken for the use of:

- i. Point of Care Testing cholesterol check machine
- ii. Point of Care cholesterol hdl ratio test strips
- iii. Lancets (we strongly recommend Unistix Extra or equivalent)
- iv. Sharps disposal bins
- v. Blood collection capillary tubes
- vi. Infection control disposables to include gloves, medi wipes and swabs
- vii. Weight measuring scales
- viii. Height measurers
- ix. Electronic blood pressure monitoring machine or sphygmomanometer
- x. Computer with internet access.

#### **4. Consent and Communications**

- 4.1. Providers shall ensure that the following consent and Service User communication protocols are followed:
- i. Service Users are informed about the NHS Health Check process and are given the opportunity to ask questions during the delivery of The Service
  - ii. Consent is secured from all Service Users that NHS Health Check results can be shared with:
    - a) The Commissioner for monitoring and evaluation purposes only
    - b) The Service User's registered GP if the NHS Health Check has not been undertaken at their registered practice.
    - c) LiveWell Dorset or any other third party health improvement provider as agreed with the Service User.

#### **5. Data Management**

- 5.1. All data collected should be stored and transferred in accordance with the Data Protection Act (1988). Where the Provider is not the Service User's registered GP, The Provider forward the results of each assessment on to the Service User's GP practice within 10 (Ten) working days. All results information shall be recorded through the electronic data system as specified by The Commissioners.

#### **6. Performance Requirements**

- 6.1. The Council reserve the right to withhold payment where incomplete data is submitted in relation to each NHS Health Check assessment.

#### **7. Activity Reporting**

- 7.1. The Provider shall submit all of the information requested in a timely manner for audit and payment purposes.

#### **8. Workforce and Training**

- 8.1. The Provider shall ensure that all practitioners who conduct NHS Health Checks are fully trained to deliver the programme or are able to complete an online NHS Health Check assessment and attend a local workshop within six weeks of the start date of the contract.



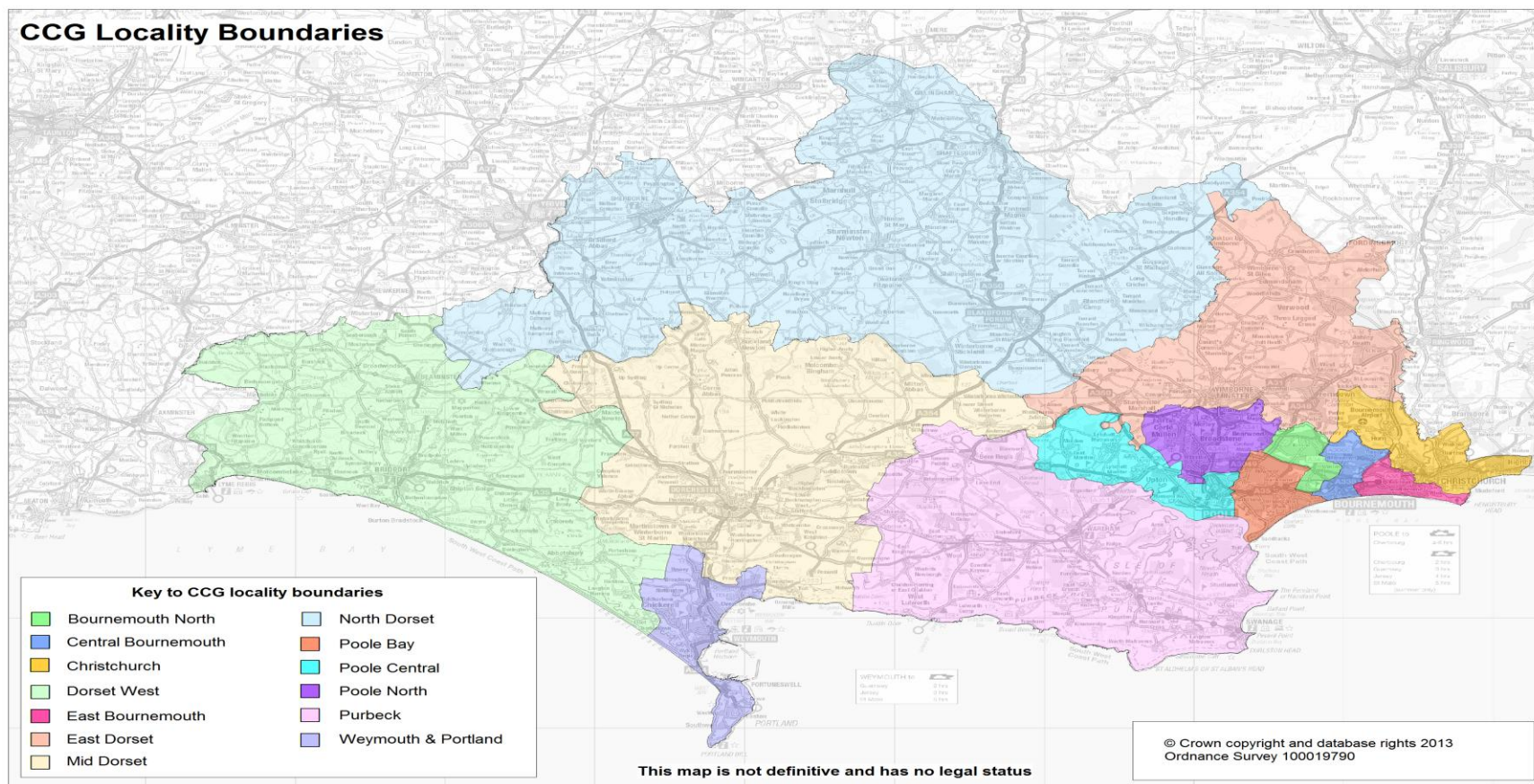
## 9. NHS Health Checks Referral Criteria

<b>CHOLESTEROL</b>		
<b>Total serum cholesterol/hdl ratio</b>	4.4 – 5.00	Advise on diet and exercise to maintain health
	5.1 - 6	Refer to LiveWell Dorset
	>6.1	Refer to GP for fasting blood test
<b>BLOOD PRESSURE</b>		
<b>Blood Pressure</b>	139/89	Advise on exercise, alcohol and weight to maintain health
<b>Blood Pressure</b>	>140/90	Refer to GP for further tests
<b>Blood Pressure</b>	>180/110 mmHg	Refer to GP same day
<b>BODY MASS INDEX</b>		
<b>BMI Measurement</b>	≤24 (≤22 if S Asian* or Chinese)	Advise on exercise and diet to maintain health
	25 - 29 (23 – 27.4 if S Asian or Chinese)	Refer to LiveWell Dorset
	≥30 (≥27.5 if S Asian or Chinese)	Refer to GP
<b>PHYSICAL ACTIVITY</b>		
<b>GP Physical Activity Questionnaire</b>	Inactive	Refer to LiveWell Dorset
	Moderately Inactive	Refer to LiveWell Dorset
	Moderately Active	Refer to LiveWell Dorset
	Active	Advise on Physical Activity to maintain health
<b>TOBACCO</b>		
<b>Smoking Status</b>	Non Smoker	No Action
	Ex Smoker	No Action
	Current Smoker	Refer to LiveWell Dorset
	E- Cigarette Smoker	Refer to LiveWell Dorset
<b>ALCOHOL</b>		
<b>Audit C Initial Assessment; (where score is above 5, Full AUDIT)</b>	0 - 7	Low risk, brief lifestyle advice to remain healthy
	8 - 15	Increasing risk, refer to LiveWell Dorset
	16 - 19	Higher risk, refer to alcohol treatment services (Dorset – EDP; Bournemouth – The BEAT; Poole - SMART)
	≤20	Possible dependence, refer to alcohol treatment services (Dorset – EDP; Bournemouth – The BEAT; Poole - SMART)
<b>Q RISK RESULT</b>		
<b>QRisk2 Result</b>	<10%	Brief lifestyle advice to remain healthy
	10% - 19%	Refer to LiveWell Dorset

	<b>&gt;20%</b>	Refer to GP for further testing
<b>DEMENTIA</b>		
<b>Service User under 65</b>	<b>No concerns</b>	Advise on healthy lifestyle to remain healthy
<b>Service User 65 - 74</b>	<b>Concerns about memory</b>	Advise an appointment with GP for assessment
<b>LIVEWELL DORSET</b>		
<b>Service User requires advice on lifestyle support</b>		Refer to LiveWell Dorset

\* South Asian includes individuals from the Indian, Pakistani, Bangladeshi, Nepali, Other Asian and Chinese ethnicity categories.

## 10. CCG Locality Map



## Appendix B – Quality Outcome Indicators

### Provision of Community-Based Health Checks (Core)

---

*In accordance with clause B3 (Service and Quality Outcome Indicators) of the Contract, the Provider must comply with the Quality Indicators below:*

Quality Indicators - General		
Performance Area	Performance Criteria	Target [if applicable]
Fit for Purpose	Providing service level in accordance with the Contract	100%
Continual Improvement / Innovation	Identify and/or work with Council in identifying opportunities to introduce / implement innovation to the Contract delivery	100%
Change Management	Respond effectively / pro-active approach to change management	100%

Cost Indicators - General		
Performance Area	Performance Criteria	Target [if applicable]
Pricing Stability	Pricing in accordance with the Contract	100%
Invoice Accuracy	Invoices provide accurate cost information	100%
Cost Reduction Initiatives	Identify and/or work with Council in identifying initiatives which could result in cost reductions being achieved	100%

Social Value Indicators - General		
Performance Area	Performance Criteria	Target [if applicable]
Economic, Social and Environment	Identify opportunities and/or work with Council to support social value in terms of the local economy, local communities and environment.	100%

<b>Service Indicators - General</b>		
<b>Performance Area</b>	<b>Performance Criteria</b>	<b>Target [if applicable]</b>
Responsiveness	Consistently good response to Council enquiries and requests.	100%
Complaints	Complaints or disputes are minimal. Where they occur they are dealt with effectively without the need for escalate and corrective action is taken if required.	100%
Management Information	The required management information is provided in the agreed format and within the agreed timeline.	100%
Communication	Maintains effective communication channels with the Council.	100%
<b>Service Indicators – Contract Specific</b>		
Cholesterol	Use of point of care cholesterol testing	100%
Results Information	Full completion and submission of results information relating to each Core Health Check	100%
Assessment Results	The results of each assessment are forwarded on to the Service User's GP practice within 10 (ten) working days	100%
Results Leaflet	All Service Users receive a completed copy of the results leaflet following their health check	100%

The Parties must review and discuss performance of the Contract including Quality Outcome Indicators and consider any other matters reasonably required by either Party at Review Meetings which shall be held in the form and intervals determined by the Council; in accordance with clause B19 (Review Meetings)

## **Appendix C – Service User, Carer and Staff Surveys**

### **Provision of Community-Based Health Checks (Core)**

---

*In accordance with clauses B4 (Service User Involvement) and B7 (Staff) of the Contract the Provider shall:*

Carry out Service User Surveys and Staff Surveys, as and when requested by the Council.

## **Appendix D – Charges**

### **Provision of Community-Based Health Checks (Core)**

---

*In accordance with clause B8 (Charges and Payment) of the Contract, the Provider shall information in respect of payment (see Appendix F) is provided to the Council.*

**Appendix E – Incidents Requiring Reporting Procedure**  
**Provision of Community-Based Health Checks (Core)**

---

*No additional requirements in respect of clause B11 (Incidents Requiring Reporting).*



## **Appendix F – Information Provision**

### **Provision of Community-Based Health Checks (Core)**

---

*In accordance with clause B14 (Information) of the Contract, the Provider must provide the Council the information specified below to measure the quality, quantity or otherwise of the Services.*

The Provider shall have internet access in place at all times and shall use appropriate electronic systems to record all consultations and activity and ensure that claims for payment for provision of this service can be collected through the electronic system as stipulated by the Council below.

#### **Pharmacies**

Such organisations shall access PharmOutcomes (link below); unless otherwise stipulated by the Council.

<https://www.pharmoutcomes.org/pharmoutcomes/>

#### **General Practice and Other Providers**

Such organisations shall access Outcomes4Health (link below); unless otherwise stipulated by the Council.

<https://outcomes4health.org/o4h/>

General practice providers will be expected to complete a standardised NHS Health Check template in either EMIS or SystemOne relating to each assessment, and performance data will be collated and shared with the commissioner via either Outcomes4Health or MIQUEST query as instructed by Public Health Dorset. Templates, instructions and access to systems will be provided in advance of the contract start date.

## **Appendix G – Service Quality Performance Report**

### **Provision of Community-Based Health Checks (Core)**

---

*In accordance with clause B18 (Service Review) of the Contract the Provider provide the following:*

The Provider shall ensure that the necessary documentation, as detailed in the specification, is maintained and made available to the Council to enable the service to be monitored and for the purpose of post payment verification.