

Neurology (Treatment of Nervous Systems)

1.0 Service Requirement

Hywel Dda University Health Board has a requirement for Neurology new outpatient assessment and diagnosis with the option for a follow up appointment if required.

Underpinning the delivery of services is a requirement to:

- Provide safe, effective care and reduce the risk of harm for all patients referred.
- Deliver effective care systematically and consistently across the patient cohort.

Note: It is the preference of Hywel Dda University Health Board (H DUHB) to award the contract in its entirety to one provider, location of premises could be required at the following locations:

- Glangwili General Hospital, Carmarthen
- Prince Philip Hospital, Llanelli

Expected service start date is: 1st May 2024

Expected service end date is: Ad hoc until the 31st March 2025 with the option to extend for 12 months

Expected service working days are:

Saturdays & Sundays with the occasional requirement for weekday clinics if requested by the Health Board.

Expected volume of patients to be treated:

Up to 1600 outpatient assessment and follow up appointment's dependant on case mix and referral acceptance criteria of provider, which will run up to and including the 31st March 2025.

Expected service working hours per day are:

09:00 to 17:00, although if there is a requirement for weekday clinic's these operating times may differ.

Expected patient throughput per working day is:

22 patients per day, per consultant, this could consist of a mix between new out-patient appointments and follow up appointments.

Booking service required:

Hywel Dda University Health Board will provide the service.

1.1 Specific Protocols

The supplier must be able to provide a service for the following specialist patient types:

- Adults
- Geriatrics

The provider must provide the commissioner with the criteria used to assess which patients are suitable for treatment. The commissioner expects that the majority of patients with limited complex morbidity will be acceptable for treatment under this contract.

The supplier must be able to provide the following as part of the solution:

- Assessment and treatment pathway (medication or treatment recommendations to be provided by Health board or neighbouring Health Boards)
- Follow up pathway if required, routine and non-emergency on-going care

Unexpected clinical issues, within the established follow up period will be the responsibility of the provider.

Emergency and unplanned admissions to HDUHB following externally delivered treatment will be dealt with as part of the HDUHB service to patients and will be followed up as part of the clinical and contractual governance arrangements.

Service restrictions:

- Paediatric Neurology patients will not be managed on this pathway.

1.2 Staffing

Number of staff required:

- Consultant Neurologist – one per session. Number of consultants dependant on availability

- Number of consultants required will depend on availability and health board's requirements.

The Clinical performance of the specialists must be shared with HDUHB for validation purposes and the contact details of the Medical Director & Responsible Officer to be shared.

Details and Clarification from the General Medical Council and Care Quality Commission to be provided of any outstanding issues relating to the provider. To include any restrictions on practice or GMC proceedings currently underway, or warnings placed on any practitioner are clearly stated for appropriate discussion.

Provider to detail any reliance on temporary locum or agency staff and share associated policy/approach to identifying and appointing these staff.

1.3 Patient Records

Supplier must provide:

- Patient outcome record
- Clinical notes
- GP letters
- Discharge letter (if appropriate)

1.4 Local Patient Management

Supplier must provide:

- One consultant per clinical session

Hywel Dda University Health Board (HDUHB) will provide:

- Outpatient consultation room
- Medical records staff
- Reception staff
- Nursing staff

Supplier to provide:

- Outcome of each patient via patient tracker
- DNA details via patient tracker
- Clinical letters to be provided as appropriate including results letters to patients and GPs
- Weekly meeting with HDUHB management team