

## **Service Specification Template – 2024/25**

<b>Service Name &amp; Number</b>	Universal Offer – Phlebotomy UO4PHLEBOTOMY
<b>Population and / or geography to be served</b>	The service shall be available to all patients registered with a GP Practice within the agreed Primary Care Network (PCN) to whom the commissioner is responsible for providing services to.
<b>Service aims and desired outcomes</b>	<p>The Provider shall record all activity using the Universal Offer clinical template.</p> <p>The service shall be available to all patients registered with a GP Practice within the agreed Primary Care Network (PCN) to whom the commissioner is responsible for providing services to.</p> <p><b>Aims and objectives of service</b></p> <ul style="list-style-type: none"> <li>• Provide a timely service for phlebotomy related conditions in a primary care setting</li> <li>• Satisfy local demand from patients</li> <li>• To deliver the shortest pathway possible, compatible with best outcomes for patients</li> <li>• Improve the monitoring and management of Long Term Chronic illness</li> </ul> <p><b>Service description/care pathway</b> Under the provision of Primary Care Universal Offer phlebotomy services:</p> <ul style="list-style-type: none"> <li>• The Provider shall provide phlebotomy services for patients within the GP practices / Primary Care Network that are initiated within general practice.</li> </ul> <p>The Provider shall record all activity using the Universal Offer clinical template</p>
<b>Service Model</b>	<p><b>Any acceptance and exclusion criteria and thresholds</b> Under the conditions of this agreement, the provider has the responsibility to ensure that:</p> <p>The service is to be available to all patients meeting the following criteria:</p> <ul style="list-style-type: none"> <li>• Registered practice patients / patients from a practice within the Primary Care Network</li> <li>• Able to attend surgery premises</li> </ul> <p>The service does not include:</p> <ul style="list-style-type: none"> <li>• Patients on a secondary care 2WW/urgent pathway where a blood test is deemed clinically appropriate</li> <li>• Patients within a secondary care outpatient clinic where a blood test is deemed clinically appropriate</li> <li>• Patients under the care of Accident &amp; Emergency</li> <li>• Inpatients</li> <li>• Patients from whom venepuncture is difficult</li> <li>• Patients who choose to attend secondary care for blood sampling procedure</li> <li>• Children under the age of 14</li> <li>• Tertiary care phlebotomy</li> <li>• Specialist commissioning phlebotomy</li> <li>• Secondary care initiated phlebotomy</li> </ul>

	<ul style="list-style-type: none"> <li>• INR testing</li> <li>• Domiciliary bloods</li> </ul> <p>The Universal Offer phlebotomy service specification and available funding is for the provision of primary care initiated bloods however providers wishing to maintain delivery of current phlebotomy services within their practices should ensure that quality, accreditation and clinical governance requirements are in place to ensure patient safety and monitoring and action of results.</p> <p>Under the UO Phlebotomy service practices are paid for the activity they undertake in house utilising their own practice staff. With regards to any clinics / appointments provided by secondary care / other provider staff, these are services commissioned by the ICB so the activity is already paid for.</p> <p>This activity should be coded separately and not be included in the UO clinical template.</p>
<b>Tariff</b>	£3.50 per bleed undertaken in-house utilising your own practice staff
<b>Reporting and Payment</b>	<p><b>You are required by the ICB to use UO resources provided by the ML Data Quality Team to support the recording of patient data and reporting for the UO services.</b></p> <p>A clinical template written by ML Data Quality Team (DQT) has been provided for recording patient data for services delivered as part of the Universal Offer (UO). The template has been validated by ICB clinical leads and built to ICB service specifications to support the UO service pathway. The clinical template will also help to demonstrate that the UO specified pathway has been used to deliver patient care.</p> <p>Using the clinical template will ensure the UO searches and claim reports (provided by the DQT) are populated correctly and submitted claims can be validated by the ICB against reports the ICB receive from the Data Quality Team. Where payment is made via RTP files, the report provided to the ICB will assist the ICB to validate the expected activity levels from the provider for that UO service.</p> <p>For EMIS practices the UO clinical templates are published centrally via Resource Publisher and will be maintained and updated by the DQT as and when required and will also reflect any Snomed code changes that may be required. Associated searches and reports will be updated where necessary and made available for use and practices will be notified of updates. For TPP S1 practices, the clinical templates are maintained and updated for you by your Data Quality Specialist.</p> <p>Various guidance documents to support using the resources provided by the ML DQT for the UO services are available from the GP365 website <a href="https://sharepoint.com">Universal Offer (sharepoint.com)</a> or you can contact your Data Quality Specialist for any queries regarding use of the DQT resources or any training requirements related to use of the UO clinical templates or UO searches &amp; reports.</p> <p>If the activity is not coded correctly, it will not be paid for.</p>
<b>Review Date</b>	January 2027
<b>Termination Notice Period</b>	3 years with a six-month notice period for termination. The service specification will be subject to regular review.

<p><b>Applicable quality requirements and Accreditation Requirements</b></p>	<p><b>Applicable national standards (e.g. NICE)</b> Any healthcare professional who is involved in performing or assisting in any procedure has the evidence of necessary experience, skills and training with regards to said procedure, as a minimum to the levels described in the National Occupational Standard HSC376 training (<a href="http://www.skillsforhealth.org.uk">www.skillsforhealth.org.uk</a>), which includes a period of mentorship.</p> <p><b>Applicable standards set out in Guidance and/or issued by a competent body (e.g. Royal Colleges)</b> The Provider will ensure:</p> <ul style="list-style-type: none"> <li>• The recommendations in the NMC Code of Conduct (2008) Royal College of Nursing Competency framework for capillary blood sampling and venepuncture are followed.</li> </ul> <p><b>Applicable local standards</b> Under the conditions of this agreement, the Provider has the responsibility to ensure that:</p> <ul style="list-style-type: none"> <li>• Appropriate arrangements are in place for infection control and decontamination in premises where these procedures are undertaken. The provider must have infection control policies that are compliant with national guidelines</li> <li>• The Provider must have a protocol for needle-stick injury management</li> <li>• The provider will ensure that the services are carried out in approved premises and facilities are in place to enable them to provide the phlebotomy service properly</li> <li>• The provider shall be expected to work and liaise with secondary care providers for referral into their services where required.</li> <li>• The provider shall have in place mechanisms for the transfer of patients suffering complications of the procedure.</li> <li>• The staff undertaking the procedure must have verified Hep. B protection.</li> <li>• Staff undertaking the procedure must have suitable indemnity.</li> <li>• Practices must adhere to good practice as outlined in the Infection Control Guidance for General Practice [RCGP/CICNN document, issued to all practices December 2003]</li> <li>• The practice must maintain a stock of suitable phlebotomy containers and ensure the correct usage. These should be ordered from the Pathology department</li> <li>• Blood samples must be stored in a safe clinical environment prior to transportation to the Pathology Department</li> <li>• Samples must be transported via the CCG funded courier service to ensure a safe delivery and quality condition of the samples.</li> </ul>
--	--