

1.16.3 Delivery Model (Equipment & Maintenance Programme)

Provide details of the proposed equipment and maintenance programme you will utilise to deliver the service.

(Maximum Word Count 500)

Words used = 500

1.16.3.1-Telephony systems

We will use desktops phones (Mitel IP230/480), softphone client (Mitel Connect - Build 214.100.1222.0), Mitel PBX, Mitel Connect Contact Centre and Redbox call recording. Maintenance will be via our IM&T Service Desk and Wavenet contract.

1.16.3.2-During telephone calls

Headsets enable confidential patient assessment for telephone/video consultations when in the call centre. Screen privacy filters ensure screens are only visible to those conducting assessments.

1.16.3.3-Centre/home visits

Computers/printers are maintained via our IM&T service desk (08:00–22:00 Monday-Friday via intranet/telephone). We have 24/7 IT on-call functionality providing a 3-tier approach, mitigating all eventualities. Software updating is via the Digital Team and Wavenet.

Equipment	Maintenance
Medication box with all medication in National GP-OOH formulary and additions agreed during mobilisation. Also emergency drugs.	With numbered tags. Once used, closed with yellow tag and not reissued until through pharmacy
Emergency equipment bag to managed medical emergencies up to and including resuscitation with O ₂ /AED/first aid kit/nebuliser	
Dressing kit for basic wounds until further review/dressing by community nursing where required	
PPE Kit Bag – L2/L3 PPE ensuring clinicians can assess patients including with AGP (CPAP/suction)	
IPC kit – wipes, clinical-waste bags etc, protecting clinicians/patients	Daily check. Weekly Fleet & Logistics Manager check

For use in Centres only we have:

- Diagnostic equipment for patient assessment e.g.: BP (manual/automated)/BM/SP02/Peak flow (standard/low range)/Ophthalmoscope & otoscope/Tympanic thermometer/Stethoscope/Percussor.
- Wheelchair.
- Scales/height measure for accurate dosage calculation.

Items have daily checks with weekly pharmacy-team checks. Annual calibration via Williams Medical.

1.16.3.4-Home visits only

Equipment	Maintenance
Vehicles - 4x4 available for remote areas and adverse weather	Full lease vehicles for repairs. Fleet & Logistics Manager responsible for day-to-day fleet management. Pre/post shift checks. Weekly Fleet & Logistics Manager checks.
A-Remote laptop for patient-information access	IM&T Service Desk Advanced support contract
Mobile phones for secure communication with despatchers and access to clinical guidelines	IM&T Service Desk Fleet & Logistics Manager Daily/weekly checks.
Inbuilt vehicle trackers for location and driving telemetry (braking/speeding)	Fleet & Logistics Manager. TomTom Webfleet support & maintenance contract.
TomTom navigation system integrated with vehicle tracker and Webfleet to allocate visits directly to drivers on the road	
ID badge personal-safety device. Remotely monitored by Reliance Protect's alarm receiving centre with escalation protocols to emergency services and our call centre: <ul style="list-style-type: none"> Alarm initiating 2-way audio call. Pre-activation audio-message recording. Incapacity/impact/non-movement detection option. Monitor timer-based check in/out options. Communicates through vibration patterns.	Fleet & Logistics Manager Reliance Protect support/maintenance contract.
Vehicle folder with e.g. RESPECT/DNAR documentation/Referral forms/Failed contact cards/BNF/HOOF Form	Daily driver/clinicians check on stock. Weekly by Fleet & Logistics Manager
Vehicle emergency equipment kit for drivers to deal with basic issues on the road to avoid delays when incidents/emergencies occur: Fire extinguisher/torch/Hi-vis jacket/Snow socks/Shovel/Blankets/Bottled water	With numbered tags. Once used, closed with yellow tag and not reissued until through pharmacy

a)-Prison visits

Alternative kit bags for the prison limiting numbers of sharps etc. but including dedicated equipment needed including enhanced dressings, wound-care equipment, blood etc.

Currently we use our own medication unless in-hours healthcare staff are onsite when we use their for ease of custody-staff management.