

Waiting List Validation Service Definition

1. Overview of the G-Cloud Service

i. About Source Group

Source Group delivers end-to-end data quality and waiting list management services to the NHS. We provide sustainable solutions for waiting list management, tackling validation and data issues at source and building internal capability with analysis, training, PTL software and support.

ii. About Waiting List Validation

Our complete end-to-end waiting list management solution uses cloud services to provide Validation (RTT validation, Cancer Tracking and MDT Coordination), PTL Analysis, Audit and a Helpdesk. Additional services include Access Policy and SOP Development, Clinical Pathway Development, Subject Matter Expert (SME) Consultancy, Waiting List Turnaround Delivery and Project Management.

We are at the forefront of delivering data quality and waiting list management solutions to the NHS. We have extensive programme management and stakeholder engagement experience. We have:

- Led national RTT waiting list data validation programmes across 80 Trusts
- Mobilised over 210 RTT validators at pace and at scale in one programme
- Developed the standard national RTT data validation methodology for NHS England in conjunction with the national Elective Care Intensive Support Team
- Worked with NHS England, NHS Improvement, Monitor & Trust Development Authority
- Comprehensive project and programme management capability to effectively run large scale, complex programmes at pace
- Access to a large bank of certified, experienced validation consultants, fully versed in the standard NHS England data validation methodology, whose skills are continuously reassessed through ongoing training and development

Our solutions have been developed by in-house experts who have over 30 years NHS data, waiting list, and performance management experience.

Full service details are included in Appendix A.

iii. Waiting List Validation Features

- Understand the true size and scope of waiting list problems.
- Intensive support services to validate large volumes in short periods.
- Establish which specialties or cohorts of patients require immediate attention.
- Identify data quality/process issues by analysing PTL/referrals data.
- Mobilisation of validation teams at short notice.
- Validate on site and/or remotely in our dedicated IG assured remote validation centre (housing up to 50 people for intense projects).
- Improve data quality and performance, removing pathways outside clock rules.
- Validation audit to provide quality assurance of validations undertaken.
- Certified validators possess relevant specialty experience and current domain experience with NHS Cluster provided applications.

- Validators skills are continuously reassessed through ongoing training and development.
- Waiting List Helpdesk and floor walkers available for advice and guidance.
- Qualified project management capability to operate large, complex programmes at pace.
- Complete solution (or any combination of parts) can be mobilised.

iv. Waiting List Validation Benefits

- Over 10% of corrected pathways in breach are typically identified.
- Financial benefits typically equate to more than first month's costs.
- Continued improvement delivers recurring savings in line with first month.
- Trends in incorrect processes and management identified via PTL analysis.
- Minimise patient risk by ensuring clinical decisions are based on genuine waiting times.
- Improve capacity forecasting by working with real waiting times.
- Improve staff understanding of waiting list rules and best practice.
- Create a sustainable basis for better ongoing waiting list management.
- Develop best practice policy documentation to underpin good waiting list management.
- Decrease reporting costs by identifying root causes of waiting list problems.
- Access a large bank of certified, experienced validation consultants.

2. Details of the level of backup/restore and disaster recovery that will be provided

- **Backups**
 - Automatic backups are taken every 24 hours and held for a rolling 30 days at an offsite location.
 - Additional manual backups are taken as necessary before any works are undertaken. These are kept until the outcome of the works has been confirmed as successful and another automatic backup has been taken on the rolling schedule.
 - To ensure and maintain integrity of the automatic backups they are tested quarterly by restoring them as though they were required.
 - The backup testing is completed as scheduled whether or not they have been used in a recent restore.
- **Disaster Recovery**
 - In the event of a situation occurring that potentially requires recovery, an initial assessment would be carried out to determine the scope of the issue.
 - Following the assessment, the relevant and most recent backups would be retrieved from the offsite location and restored accordingly.
 - If the issue is localised, then the appropriate restores would be carried out on separate hardware at the same data centre.
 - If the issue is more general or part of a wider problem at the data centre itself or external environment, then the appropriate restores would be carried out at a separate unaffected data centre.
 - The time taken to complete the recovery would depend on the nature and scale of the initial problem and the level and location of the restores required.

3. Onboarding and Offboarding processes/scope etc.

- Scope of project agreed and validation numbers and targets set. From this information we scope deployment time and resources are secured.
- Trusts are required to provide details of access requirements to systems including site and staff checks, systems and location access, and other preparation needed to ensure the client is ready for deployment. This may include providing PAS training to our resources.
- Waiting list management software is licensed for use to the trust for the duration of the contract.
- An analysis of the client's PTL is processed initially to ensure correct target setting.
- The service can be made available in 3-10 days depending on the number of validators being deployed.
- Dedicated client management reports and updates from waiting list management software provide daily performance measures, quality indicators and trajectory planning to ensure expectations are met.
- On contract expiry:
 - user accounts to waiting list management software will be deleted within 1 hour
 - user access to web-based learning will be deactivated
 - validation staff will have location access/swipe cards deactivated and IT accounts will be deactivated
 - customers will be given an extract of validation data including total validations to date

4. Service management details

- Data is hosted in a secure, fully managed, UK-based TIA-942 Tier 3 data centre that is available 24 hours a day, 7 days a week, 365 days a year.

5. Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)

- Customisation includes onsite or remote access. Any long term technical connectivity disruption to patient information systems (whether onsite or remotely) will constrain the 'run rate' of expected daily validation. Contingency for this at a rate of 10% should be factored into the project plan.
- There are no specified maintenance windows.
- There is no planned deprecation of functionality or features.

6. Service Levels (e.g. performance, availability, support hours, severity definitions etc.)

- Waiting List Validation is available 24 hours a day, 7 days a week, 365 days a year as a web based service via private cloud.
- Service availability is 99.99%.
- Support service is available via Helpdesk, email, phone or onsite.
- Remote support is available 7 days per week.
- On-site and remote SME support is also available.
- Standard response times are as follows:
 - Urgent - within 4 hours
 - Semi-urgent - within 24 hours
 - Non-urgent - within 3 day

7. Financial recompense model for not meeting service levels

- None at present.

8. Training

- All validators provided onsite or remotely are trained and certified.
- User guides/training documentation are available online as part of the web-based service.
- Access to the Helpdesk is included as part of the licence fee for the duration of the contract.
- Onsite training or access to a dedicated Helpdesk post-contract expiry are available from the rate card – please see the Waiting List Validation Pricing document for further details.

9. Ordering and invoicing process

- Purchase order and weekly invoicing as agreed with customer.
- Minimum contract period is one week.

10. Termination terms

- One week's notice.

11. Data restoration / service migration

- Data is backed up on a daily basis.
- Data restoration is available within one hour.
- Persistent storage is supported.

12. Customer responsibilities

- Customers are provided with a checklist and are required to provide information including system access, accommodation access (if working onsite).
- Customers are required to provide data.

13. Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.)

- The service is available via the internet using the following browsers:
 - Internet Explorer 7
 - Internet Explorer 8
 - Internet Explorer 9
 - Internet Explorer 10
 - Internet Explorer 11
 - Microsoft Edge
 - Firefox
 - Chrome
 - Safari
 - Opera
- Customers are required to have moderate bandwidth.
- The service can be accessed via PC, Mac, smartphone or tablet.

14. Details of any trial service available

- No free trial option is available.

APPENDIX A

Waiting List Validation – Service Details

Our complete end-to-end waiting list management solution uses cloud services to provide Validation (remote or onsite), PTL Analysis, Audit and a Helpdesk. Additional services include Access Policy and SOP Development, Clinical Pathway Development, Subject Matter Expert (SME) Consultancy, Waiting List Turnaround and Project Management.

Any combination of parts or the complete solution can be quickly mobilised to respond to an organisation's needs as fast as possible. All Validation services include a licence to our waiting list management software. We proactively engage with customers to quickly determine their preferred way of working and how they want our experts to operate with their existing teams.

- **Waiting List Diagnostic**

Using our exclusive waiting list management software, a Trust's PTL or referral data will be analysed to establish which specialties or cohorts of patients require immediate attention, where any data quality issues may lie, and also where the quickest results can be achieved.

- **Clear PTL Waiting List Management Software**

Our complete PTL management, validation and self-service business intelligence tool quickly identifies data quality and process issues by analysing raw PTL or referrals data. This enables more effective management of patients' waiting times, validations, outcomes and reporting:

- Create and manage work queues, outputs and monitor performance
- Capture and record validation outcomes
- Track changes to pathway records and recall historic data avoiding duplication
- Identify and report on data quality and process issues, enabling targeted validation and training
- Centralise the entire waiting list management exercise in one dynamic place
- 'Off the Shelf' built in reports and dashboards that provide the focused information on data quality, patient throughput and breach analysis for directors, clinicians and managers
- Audit functionality provides quality assurance of the work undertaken
- Enables remote validation and pathway management

Clear PTL is also provided as a standalone service via G-Cloud as Waiting List Management Software.

- **Cancer PTL Waiting List Management Software**

Cancer PTL is a complete cancer pathway management tool and self-service business intelligence solution. Compatible with both Somerset Cancer Register and InfoFlex CIMS, Cancer PTL provides full visibility of Trust's cancer waiting lists, allowing you to maximise efficiency, minimising waiting times and assisting you in achieving the 2-week, 32-day and 62-day cancer waiting times targets.

Cancer PTL provides you with a comprehensive overview of your 2-week, 31-day and 62-day waiters, providing you with the big picture so that you can ascertain the causes of treatment delays, allowing you to analyse specific cohorts and drill down to individual patient level detail.

Cancer PTL allows you to optimally monitor and manage your cancer waiting lists, helping the Trust maximise efficiency, improve performance and optimise patient care.

Key features include:

Data Quality Management - Cancer PTL provides specific data quality indicators to:

- Help your trust detect groups of pathways requiring review
- Highlight pathways that require further investigation

Performance Indicators - Specific performance indicators enable you to:

- Establish where your trust is in danger of missing, or are already missing, targets.
- Identify breaches and potential breaches for action
- Determine cause of delays in treatment
- Predict whether targets will be achieved

Comprehensive Reporting - Cancer PTL allows reports and queries to be run at all levels from high level management to patient level drill down to:

- View pathways by tumour site, time bands/number of weeks waiting or by breach month
- Create reports to view patient details by cohort or all pathways requiring further investigation

Cancer PTL is also provided as a standalone service via G-Cloud as Waiting List Management Software.

- **SMART Validation**

Based on the PTL Analysis, a team of certified validators will be provided with relevant specialty and PAS experience to make a fast impact on the areas that have been identified using our waiting list management solutions. Validation can take unspecified time periods but with SMART Validation we can provide quickly mobilised, short term targeted validation. Focusing on priority areas affecting patient care and operational/service delivery in a hospital organisation.

- **Audit**

An supervisor will audit the validation work to provide quality assurance and to identify any issues with operational processes or areas where end user training may be required.

ADDITIONAL SERVICES

- **Access Policy and SOP Development**

As part of our consultancy services local access policies and SOPs are written or reviewed and updated with the current waiting list rules to standardise the data input process.

- **Waiting List Support & Helpdesk**

Desk side support can be provided to staff post-validation or training to ensure new learnings are correctly applied. Our experts will also be on hand via a telephone support line to give advice and guidance.

- **Clinical Pathway Development, Subject Matter Expert (SME) Consultancy, Waiting List Turnaround and Project Management**

Providing services that support the validation of waiting lists and training staff in waiting list management can ensure direct and tangible results in the short to medium term. Sustaining this in the longer term, however, requires a more embedded experience to educate and mentor senior staff through the day to day experience of managing patient waiting lists.

Our highly experienced staff bring many years of experience in directly managing PTLs and can transfer their knowledge by spending dedicated days 'shadowing' managers in meetings, and 'on the shop floor'. The hectic schedule of many senior staff involved in waiting list management often compromises the time needed to understand what to do with waiting list issues as they arise. Our experienced staff will walk side-by-side with your senior teams, mentoring them through the processes, the rules and how to apply them, and when and where to target high risk areas needing attention.

- **Waiting List Training**

We provide tailored training programmes to ensure all staff involved in waiting list management have the requisite level of knowledge and understanding. Each course has been written by experts with over 30 years NHS data and waiting list management experience.

- Awareness programs to introduce new staff to 18 weeks RTT
- Three higher levels of training available: Introduction, Advanced and Data Management
- Interactive, tailored classroom training with assessment feedback provided individually
- Modular web-based learning accessible by PC/tablet/mobile, including audio assist
- All training options can be customised to take into account job role, specialty and PAS system used

Our training options are also provided as a separate service via G-Cloud as Waiting List Training.