



NHS Standard Contract **2015/16**

2014/15

Particulars

NHS England INFORMATION READER BOX		
Directorate		
Medical	Commissioning Operations	Patients and Information
Nursing	Trans. & Corp. Ops.	Commissioning Strategy
Finance		
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Additional Circulation List		
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Contact Details for further information	NHS Standard Contract Team 4E44 Quarry House Quarry Hill Leeds LS2 7UB nhscb.contractshelp@nhs.net http://www.england.nhs.uk/nhs-standard-contract/15-16/	
Document Status		
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NHS Standard Contract

~~2014/15~~ 2015/16

Particulars

Version number: 1

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Prepared by: NHS Standard Contract Team

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Document Classification: Official

Contract Reference	
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DATE OF CONTRACT	
SERVICE COMMENCEMENT DATE	
CONTRACT TERM	[] Years/Months [Subject to extension in accordance with Schedule 1- Part C where applicable]
COMMISSIONERS	[] CCG (ODS []) [] CCG (ODS []) [] CCG (ODS []) [NHS England] [Local Authority]
CO-ORDINATING COMMISSIONER Commissioner Commissioner	[]
PROVIDER	[] (ODS []) Principal and/or registered office address: [] [Company number: []]

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CONTRACT

This Contract records the agreement between the Commissioners and the Provider and comprises

1. the **Particulars**;
2. the **Service Conditions**;
3. the **General Conditions**,

as completed and agreed by the Parties and as varied from time to time in accordance with ~~General Condition~~ GC13 (*Variations*).

IN WITNESS OF WHICH the Parties have signed this Contract on the date(s) shown below

SIGNED by
Signature

[INSERT AUTHORISED SIGNATORY'S NAME] for
Title
and on behalf of
[INSERT COMMISSIONER NAME] Date

[INSERT AS ABOVE FOR EACH COMMISSIONER]

SIGNED by
Signature

[INSERT AUTHORISED SIGNATORY'S NAME] for
Title
and on behalf of
[INSERT PROVIDER NAME] Date

SERVICE COMMENCEMENT AND CONTRACT TERM	
Effective Date	
Expected Service Commencement Date	
Longstop Date	
Commissioner Documents	Set out in Schedule 1 Part B or None
Service Commencement Date	
Contract Term	[] Years/Months <u>years/months commencing on the Effective Date</u> [Subject to extension in accordance with Schedule 1 Part C]
Option to extend Contract Term	YES/NO By [] months/years
Expiry Date	[] [Subject to extension in accordance with Schedule 1 Part C]
<u>Commissioner Notice Period (for termination under GC 17.2)</u>	<u>[12 months] [Or shorter period(s) as agreed/determined locally in respect of the Contract as a whole and/or specific Services – to be specified here]</u>
<u>Commissioner Earliest Termination Date</u>	<u>[12 months after the Service Commencement Date] [Or shorter period(s) as agreed/determined locally in respect of the Contract as a whole and/or specific Services – to be specified here]</u>
<u>Provider Notice Period (for termination under GC17.3)</u>	<u>[12 months] [Or shorter period(s) as agreed/determined locally in respect of the Contract as a whole and/or specific Services – to be specified here]</u>
<u>Provider Earliest Termination Date</u>	<u>[12 months after the Service Commencement Date] [Or shorter period(s) as agreed/determined locally in respect of the Contract as a whole and/or specific Services – to be specified here]</u>

SERVICES	
Service Categories	Tick <u>Indicate</u> <u>all</u> that apply
Accident and Emergency (A+E)	
Acute Services (A)	
Ambulance Services (AM)	
Cancer Services (CR)	
Care Home <u>Continuing Healthcare</u> Services (CH <u>CHC</u>)	
<u>Pharmacy-delivered</u> Community <u>Pharmaceutical</u> Services (Ph)	
Community Services (CS)	
Diagnostic, Screening and/or Pathology Services (D)	
Hospice <u>End of Life Care</u> Services (HEL <u>ELC</u>)	
Mental Health and Learning Disability Services (MH)	
Mental Health <u>and Learning Disability</u> Secure Services (MHSS)	
<u>NHS 111 Services (111)</u>	
Patient Transport Services (PT)	
Radiotherapy Services (R)	
Substance Misuse Services (SM)	
Surgical Services in a Community Setting (S)	
Urgent Care/Walk-in Centre Services/Minor Injuries Unit (U)	
<u>Specialised Services</u>	
<u>Services comprise or include Specialised Services commissioned by NHS England</u>	<u>YES/NO</u>
Service Requirements	
Service Specifications	Set out in Schedule 2 Part A
Indicative Activity Plan	Set out in Schedule 2 Part B or Not

	applicable <u>YES/NO</u>
Activity Planning Assumptions	Set out in Schedule 2 Part C or Not applicable <u>YES/NO</u>
Essential Services (NHS Trusts only)	Set out in Schedule 2 Part D or Not applicable <u>YES/NO</u>
Services to which 18 Weeks applies	YES/NO

PAYMENT	
National Prices	YES [List Services <u>to which National Prices apply</u> , by Specification No. if desired] or Not <u>where</u> applicable]
Local Prices	Set out in Schedule 3 Part A or Not applicable
Local Variations	Set out in Schedule 3 Part B or Not applicable
Local Modifications	Set out in Schedule 3 Part C Or Not applicable
Small Provider	YES/NO
Expected Annual Contract Value Agreed	YES/NO
Any Services not included in Expected Annual Contract Value	YES/NO
First/Last Contract Year less than 12 months	YES/NO
Notice given to aggregate payments	YES/NO

<p>Notice given to disaggregate payments <u>SUS applies</u></p>	<p>YES/NO</p>

<u>QUALITY</u>	
<u>Provider type</u>	<p><u>NHS Foundation Trust/NHS Trust</u></p> <p><u>Other</u></p>
<u>Clostridium Difficile Baseline Threshold (Acute Services only)</u>	<u>[] or Nil or Not applicable</u>

QUALITY	
Sanction Variations	YES/NO
CQUIN Scheme(s)	YES/NO
CQUIN Variations	YES/NO
CQUIN Payments on Account Made	Monthly/Other (Specify)
Local Incentive Scheme	YES/NO
Provider type	NHS Foundation Trust/NHS Trust Other
Clostridium Difficile Baseline Threshold	[—] or Nil or Not applicable

<u>GOVERNANCE AND REGULATORY</u>	
<u>Nominated Mediation Body</u>	<u>CEDR/Other – []</u>
<u>Provider's Nominated Individual</u>	<u>[]</u> <u>Email: []</u> <u>Tel: []</u>
<u>Provider's Information Governance Lead</u>	<u>[]</u> <u>Email: []</u> <u>Tel: []</u>
<u>Provider's Caldicott Guardian</u>	<u>[]</u> <u>Email: []</u> <u>Tel: []</u>
<u>Provider's Senior Information Risk Owner</u>	<u>[]</u> <u>Email: []</u> <u>Tel: []</u>
<u>Provider's Accountable Emergency Officer</u>	<u>[]</u> <u>Email: []</u> <u>Tel: []</u>
<u>Provider's Safeguarding Lead</u>	<u>[]</u> <u>Email: []</u>

	Tel: [_____]
<u>Provider's Mental Capacity and Deprivation of Liberty Lead</u>	[_____] Email: [_____] Tel: [_____]
<u>Provider's Prevent Lead</u>	[_____] Email: [_____] Tel: [_____]

GOVERNANCE AND REGULATORY	
Documents Relied On	Set out in Schedule 5 Part A or Not applicable
Mandatory Material Sub-Contractors	Set out in Schedule 5 Part B1 or Not applicable
Permitted Material Sub-Contractors	Set out in Schedule 5 Part B2 or Not applicable
IPR	Set out in Schedule 5 Part C or Not applicable
Commissioner Roles and Responsibilities	Set out in Schedule 5 Part D
Nominated Mediation Body	CEDR/Other – []
Provider's Information Governance Lead	[] Email: [] Tel: []
Provider's Caldicott Guardian	[] Email: [] Tel: []
Provider's Senior Information Risk Owner	[] Email: [] Tel: []
Provider's Accountable Emergency Officer	[] Email: [] Tel: []
Provider's Safeguarding and Prevent Lead	[] Email: [] Tel: []

<u>CONTRACT MANAGEMENT</u>	
<u>Addresses for service of Notices</u>	<u>Co-ordinating Commissioner: []</u> <u>Address: []</u> <u>Email: []</u> <u>Commissioner: []</u> <u>Address: []</u> <u>Email: []</u>

	<p><u>[INSERT AS ABOVE FOR EACH COMMISSIONER]</u></p> <p><u>Provider: [_____]</u></p> <p><u>Address: [_____]</u></p> <p><u>Email: [_____]</u></p>
<p><u>Frequency of Review Meetings</u></p>	<p><u>Ad hoc/Monthly/Quarterly/Six Monthly</u></p>
<p><u>Commissioner Representative(s)</u></p>	<p><u>[_____]</u></p> <p><u>Address: [_____]</u></p> <p><u>Email: [_____]</u></p> <p><u>Tel: [_____]</u></p>
<p><u>Provider Representative</u></p>	<p><u>[_____]</u></p> <p><u>Address: [_____]</u></p> <p><u>Email: [_____]</u></p> <p><u>Tel: [_____]</u></p>

CONTRACT MANAGEMENT	
Addresses for service of Notices	<p>Co-ordinating Commissioner: []</p> <p>Address: []</p> <p>Email: []</p> <p>Commissioner: []</p> <p>Address: []</p> <p>Email: []</p> <p>Provider: []</p> <p>Address: []</p> <p>Email: []</p>
Frequency of Review Meetings	Ad hoc/Monthly/Quarterly/Six Monthly
Commissioner Representative(s)	<p>[]</p> <p>Address: []</p> <p>Email: []</p> <p>Tel: []</p>
Provider Representative	<p>[]</p> <p>Address: []</p> <p>Email: []</p> <p>Tel: []</p>

PENSIONS	
New Fair Deal applies	YES/NO

SCHEDULE 1 – SERVICE COMMENCEMENT AND CONTRACT TERM

A. Conditions Precedent

The Provider must provide the Co-ordinating Commissioner with the following documents:

1. [\[Evidence of appropriate Indemnity Arrangements\]](#)
2. [\[Evidence of CQC registration in respect of Provider and Material Sub-Contractors \(where required\)\]](#)
3. [\[Evidence of Monitor’s Licence in respect of Provider and Material Sub-Contractors \(where required\)\]](#)
4. [Copies of all Mandatory Material Sub-Contracts, signed and dated and in a form approved by the Co-ordinating Commissioner]
5. [Copies of ~~all~~[the following](#) Permitted Material Sub-Contracts, signed and dated and in a form approved by the Co-ordinating Commissioner: [LIST ONLY THOSE REQUIRED FOR SERVICE COMMENCEMENT](#)]
6. [A copy of the/each Direction Letter]
7. ~~7.~~ [\[Insert text locally as required\]](#)

The Provider must complete the following actions:

[Insert text locally as required]

**SCHEDULE 1 – SERVICE COMMENCEMENT
AND CONTRACT TERM**

B. Commissioner Documents

Date	Document	Description
Insert text locally or state Not Applicable		

SCHEDULE 1 – SERVICE COMMENCEMENT AND CONTRACT TERM

C. Extension of Contract Term

To be included only in accordance with NHS Standard Contract Technical Guidance.

1. As advertised to all prospective providers during the competitive tendering exercise leading to the award of this Contract, the Commissioners may opt to extend the Contract Term by [] months/year(s).
2. If the Commissioners wish to exercise the option to extend the Contract Term, the Co-ordinating Commissioner must give written notice to that effect to the Provider no later than 6 months before the original Expiry Date.
3. The option to extend the Contract Term may be exercised:
 - 3.1 only once, and only on or before the date referred to in paragraph 2 above;
 - 3.2 only by all Commissioners; and
 - 3.3 only in respect of all Services
4. If the Co-ordinating Commissioner gives notice to extend the Contract Term in accordance with paragraph 2 above, the Contract Term will be extended by the period specified in that notice and the Expiry Date will be deemed to be the date of expiry of that period.

Or

NOT USED

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Mandatory headings 1 – 4: mandatory but detail for local determination and agreement
 Optional headings 5-7: optional to use, detail for local determination and agreement.

All subheadings for local determination and agreement

Service Specification No.	
Service	
Commissioner Lead	
Provider Lead	
Period	
Date of Review	

1. Population Needs															
1.1 National/local context and evidence base															
2. Outcomes															
2.1 <u>NHS Outcomes Framework Domains & Indicators</u>															
<table border="1"> <tr> <td>Domain 1</td> <td>Preventing people from dying prematurely</td> <td></td> </tr> <tr> <td>Domain 2</td> <td>Enhancing quality of life for people with long-term conditions</td> <td></td> </tr> <tr> <td>Domain 3</td> <td>Helping people to recover from episodes of ill-health or following injury</td> <td></td> </tr> <tr> <td>Domain 4</td> <td>Ensuring people have a positive experience of care</td> <td></td> </tr> <tr> <td>Domain 5</td> <td>Treating and caring for people in safe environment and protecting them from avoidable harm</td> <td></td> </tr> </table>	Domain 1	Preventing people from dying prematurely		Domain 2	Enhancing quality of life for people with long-term conditions		Domain 3	Helping people to recover from episodes of ill-health or following injury		Domain 4	Ensuring people have a positive experience of care		Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	
Domain 1	Preventing people from dying prematurely														
Domain 2	Enhancing quality of life for people with long-term conditions														
Domain 3	Helping people to recover from episodes of ill-health or following injury														
Domain 4	Ensuring people have a positive experience of care														
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm														
2.2 Local defined outcomes															
3. Scope															
3.1 Aims and objectives of service															
3.2 Service description/care pathway															

3.3	Population covered
3.4	Any acceptance and exclusion criteria and thresholds
3.5	Interdependence with other services/providers
4.	Applicable Service Standards
4.1	Applicable national standards (eg NICE)
4.2	Applicable standards set out in Guidance and/or issued by a competent body (eg Royal Colleges)
4.3	Applicable local standards
5.	Applicable quality requirements and CQUIN goals
5.1	Applicable Quality Requirements (See Schedule 4 Parts [A-D])
5.2	Applicable CQUIN goals (See Schedule 4 Part [E])
6.	Location of Provider Premises
The Provider's Premises are located at:	

SCHEDULE 2 – THE SERVICES

A1. Specialised Services – Derogations from National Service Specifications

Insert text locally or state Not Applicable

SCHEDULE 2 – THE SERVICES

B. Indicative Activity Plan

Insert text locally or state Not Applicable

SCHEDULE 2 – THE SERVICES

C. Activity Planning Assumptions

Insert text locally or state Not Applicable

SCHEDULE 2 – THE SERVICES

D. Essential Services (NHS Trusts only)

Insert text locally or state Not Applicable

SCHEDULE 2 – THE SERVICES

E. Essential Services Continuity Plan (NHS Trusts only)

Insert text locally or state Not Applicable

SCHEDULE 2 – THE SERVICES

F. Clinical Networks

Insert text locally or state Not Applicable

SCHEDULE 2 – THE SERVICES

G. Other Local Agreements, Policies and Procedures

Policy	Date	Weblink
Insert text locally or state Not Applicable		

SCHEDULE 2 – THE SERVICES

H. Transition Arrangements

Insert text locally or state Not Applicable

SCHEDULE 2 – THE SERVICES

I. Exit Arrangements

Insert text locally or state Not Applicable

~~J. Social Care Provisions~~

~~Insert text locally or state Not Applicable~~

SCHEDULE 2 – THE SERVICES

J. ~~K.~~ **Transfer of and Discharge from Care Protocols**

Insert text locally

SCHEDULE 2 – THE SERVICES

K. ~~L.~~ Safeguarding Policies and Mental Capacity Act Policies

Insert text locally

SCHEDULE 2 – THE SERVICES

L. Provisions Applicable to Primary Care Services

Insert text locally or state Not Applicable

SCHEDULE 3 – PAYMENT

A. ~~A.~~ Local Prices

Enter text below which, for each separately priced Service:

- identifies the Service;
- describes any agreement to depart from an applicable national currency (in respect of which the appropriate summary template (available at: <http://www.monitor.gov.uk/locallydeterminedprices>) should be copied or attached)
- describes any currencies (including national currencies) to be used to measure activity
- describes the basis on which payment is to be made (that is, whether dependent on activity, quality or outcomes (and if so how), a block payment, or made on any other basis)
- sets out any agreed regime for adjustment of prices for the second and any subsequent Contract Year(s).

Insert template in respect of any departure from an applicable national currency; insert text and/or attach spreadsheets or documents locally – or state Not Applicable

SCHEDULE 3 – PAYMENT

B. ~~B.~~ Local Variations

For each Local Variation which has been agreed for this Contract, copy or attach the completed publication template required by Monitor (available at: <http://www.monitor.gov.uk/locallydeterminedprices>) – or state Not Applicable. Additional locally-agreed detail may be included as necessary by attaching further documents or spreadsheets.

Insert template; insert any additional text and/or attach spreadsheets or documents locally – or state Not Applicable

SCHEDULE 3 – PAYMENT

C. ~~C.~~ Local Modifications

For each Local Modification Agreement (as defined in the National Tariff) which applies to this Contract, copy or attach the completed submission template required by Monitor (available at: <http://www.monitor.gov.uk/locallydeterminedprices>). For each Local Modification application granted by Monitor, copy or attach the decision notice published by Monitor. Additional locally-agreed detail may be included as necessary by attaching further documents or spreadsheets.

~~Or state Not Applicable~~

**Insert template; insert any additional text and/or attach spreadsheets or documents locally –
or state Not Applicable**

SCHEDULE 3 – PAYMENT

D. ~~D.~~ Marginal Rate Emergency Rule: Agreed Baseline Value

In line with the requirements set out in the National Tariff Guidance, insert text and/or attach spreadsheets or documents locally – or state Not Applicable

SCHEDULE 3 – PAYMENT

E. ~~E.~~ **Emergency Re-admissions Within 30 Days: Agreed Threshold**

In line with the requirements set out in the National Tariff Guidance, insert text and/or attach spreadsheets or documents locally – or state Not Applicable

SCHEDULE 3 – PAYMENT

F. ~~F.~~ Expected Annual Contract Values

Commissioner	Expected Annual Contract Value <i>(Where applicable, specify Expected Annual Contract Value including and excluding anticipated values of any high cost drugs, devices and procedures (as listed in the National Tariff) expected to be used in connection with the relevant Services) (Exclude any expected CQUIN payments. CQUIN on account payments are set out separately in Table 2 of Schedule 4E, as required under SC38.3.)</i>
Insert text and/or attach spreadsheets or documents locally	
Total	

SCHEDULE 3 – PAYMENT

G. ~~G.~~ Notices to Aggregate / Disaggregate Payments

Insert text locally as and when required or state Not Applicable

SCHEDULE 3 – PAYMENT

H. ~~H.~~ Timing and Amounts of Payments in First and/or Final Contract Year

Insert text and/or attach spreadsheets or documents locally – or state Not Applicable

SCHEDULE 4 – QUALITY REQUIREMENTS

A. Operational Standards

Ref	Operational Standards	Threshold (2014/15) <u>(2015/16)</u>	Method of Measurement (2014/15) <u>2015/16</u>	Consequence of breach	Timing of application of consequence	Applicable Service Category
	RTT waiting times for non-urgent consultant-led treatment					
GB_E_B_1	Percentage of admitted Service Users starting treatment within a maximum of 18 weeks from Referral	Operating standard of 90% at specialty level (as reported on Unify)	Review of monthly Service Quality Performance Report	Where the number of breaches in the month exceeds the tolerance permitted by the threshold, £400 in respect of each excess breach above that threshold	Monthly	Services to which 18 Weeks applies
GB_E_B_2	Percentage of non-admitted Service Users starting treatment within a maximum of 18 weeks from Referral	Operating standard of 95% at specialty level (as reported on Unify)	Review of monthly Service Quality Performance Report	Where the number of breaches in the month exceeds the tolerance permitted by the threshold, £100 in respect of each excess breach above that threshold	Monthly	Services to which 18 Weeks applies
GB_E_B_3	Percentage of Service Users on incomplete RTT pathways (yet to start treatment) waiting no more than 18 weeks from Referral	Operating standard of 92% at specialty level (as reported on Unify)	Review of monthly Service Quality Performance Report	Where the number of breaches is <u>at the end of</u> the month exceeds the tolerance permitted by the threshold, £400 <u>£150</u> in respect of each excess	Monthly	Services to which 18 Weeks applies

Ref	Operational Standards	Threshold (2014/15) <u>(2015/16)</u>	Method of Measurement (2014/15) <u>2015/16</u>	Consequence of breach	Timing of application of consequence	Applicable Service Category
				breach above that threshold		
	Diagnostic test waiting times					
GB_E.B.4	Percentage of Service Users waiting less than 6 weeks from Referral for a diagnostic test	Operating standard of >99%	Review of monthly Service Quality Performance Report	Where the number of breaches in <u>at the end of</u> the month exceeds the tolerance permitted by the threshold, £200 in respect of each excess breach above that threshold	Monthly	A C <u>CS</u> CR D <u>S</u>
	A&E waits					
GB_E.B.5	Percentage of A & E attendances where the Service User was admitted, transferred or discharged within 4 hours of their arrival at an A&E department	Operating standard of 95%	Review of monthly Service Quality Performance Report	Where the number of breaches in the month exceeds the tolerance permitted by the threshold, £200 <u>£120</u> in respect of each excess breach above that threshold. To the extent that the number of breaches exceeds 8 <u>15</u> % of A&E attendances in the relevant month, no further consequence will be applied in respect of the month	Monthly	A+E U

Ref	Operational Standards	Threshold (2014/15) (2015/16)	Method of Measurement (2014/15) 2015/16	Consequence of breach	Timing of application of consequence	Applicable Service Category
	Cancer waits - 2 week wait					
GB-E B.6	Percentage of Service Users referred urgently with suspected cancer by a GP waiting no more than two weeks for first outpatient appointment	Operating standard of 93%	Review of monthly Service Quality Performance Report	Where the number of breaches in the Quarter exceeds the tolerance permitted by the threshold, £200 in respect of each excess breach above that threshold	Quarterly	A CR R
GB-E B.7	Percentage of Service Users referred urgently with breast symptoms (where cancer was not initially suspected) waiting no more than two weeks for first outpatient appointment	Operating standard of 93%	Review of monthly Service Quality Performance Report	Where the number of breaches in the Quarter exceeds the tolerance permitted by the threshold, £200 in respect of each excess breach above that threshold	Quarterly	A CR R
	Cancer waits – 31 days					
GB-E B.8	Percentage of Service Users waiting no more than one month (31 days) from diagnosis to first definitive treatment for all cancers	Operating standard of 96%	Review of monthly Service Quality Performance Report	Where the number of breaches in the Quarter exceeds the tolerance permitted by the threshold, £1,000 in respect of each excess breach above that threshold	Quarterly	A CR R
GB-E B.9	Percentage of Service Users waiting no more than 31 days for subsequent treatment	Operating standard of 94%	Review of monthly Service Quality Performance Report	Where the number of breaches in the Quarter exceeds the tolerance permitted by the threshold,	Quarterly	A CR R

Ref	Operational Standards	Threshold (2014/15) (2015/16)	Method of Measurement (2014/15) 2015/16	Consequence of breach	Timing of application of consequence	Applicable Service Category
	where that treatment is surgery			£1,000 in respect of each excess breach above that threshold		
CB_E_B_1 0	Percentage of Service Users waiting no more than 31 days for subsequent treatment where that treatment is an anti-cancer drug regimen	Operating standard of 98%	Review of monthly Service Quality Performance Report	Where the number of breaches in the Quarter exceeds the tolerance permitted by the threshold, £1,000 in respect of each excess breach above that threshold	Quarterly	A CR R
CB_E_B_1 1	Percentage of Service Users waiting no more than 31 days for subsequent treatment where the treatment is a course of radiotherapy	Operating standard of 94%	Review of monthly Service Quality Performance Report	Where the number of breaches in the Quarter exceeds the tolerance permitted by the threshold, £1,000 in respect of each excess breach above that threshold	Quarterly	A CR R
	Cancer waits – 62 days					
CB_E_B_1 2	Percentage of Service Users waiting no more than two months (62 days) from urgent GP referral to first definitive treatment for cancer	Operating standard of 85%	Review of monthly Service Quality Performance Report	Where the number of breaches in the Quarter exceeds the tolerance permitted by the threshold, £1,000 in respect of each excess breach above that threshold	Quarterly	A CR R
CB_E_B_1 3	Percentage of Service Users waiting no more than 62 days from	Operating standard of 90%	Review of monthly Service Quality Performance Report	Where the number of breaches in the Quarter exceeds the tolerance	Quarterly	A CR R

Ref	Operational Standards	Threshold (2014/15) <u>(2015/16)</u>	Method of Measurement (2014/15) <u>2015/16</u>	Consequence of breach	Timing of application of consequence	Applicable Service Category
	referral from an NHS screening service to first definitive treatment for all cancers			permitted by the threshold, £1,000 in respect of each excess breach above that threshold		
CB_E.B.1 4	Percentage of Service Users waiting no more than 62 days for first definitive treatment following a consultant's decision to upgrade the priority of the Service User (all cancers)	[Insert as per local determination]	Review of monthly Service Quality Performance Report	[Insert as per local determination]	Quarterly	A CR R
	Category A ambulance calls					
CB_E.B.4 5_04.15.i	Percentage of Category A Red 1 ambulance calls resulting in an emergency response arriving within 8 minutes	Operating standard of 75%	Performance measured monthly with annual reconciliation	Monthly withholding of 2% of Actual Monthly Value with an end of year reconciliation with 2% of the Actual Annual Value retained if annual performance is not met, or the withheld sums returned (with no interest) if annual performance is met	Monthly withholding, annual reconciliation	AM
CB_E.B.4	Percentage of Category A	Operating	Performance measured	Monthly withholding of 2%	Monthly	AM

Ref	Operational Standards	Threshold (2014/15) (2015/16)	Method of Measurement (2014/15) 2015/16	Consequence of breach	Timing of application of consequence	Applicable Service Category
5-02.15.ii	Red 2 ambulance calls resulting in an emergency response arriving within 8 minutes	standard of 75%	monthly with annual reconciliation	of Actual Monthly Value with an end of year reconciliation with 2% of the Actual Annual Value retained if annual performance is not met, or the withheld sums returned (with no interest) if annual performance is met	withholding, annual reconciliation	
CB-E.B.1 6	Percentage of Category A calls resulting in an ambulance arriving at the scene within 19 minutes	Operating standard of 95%	Performance measured monthly with annual reconciliation	Monthly withholding of 2% of Actual Monthly Value with an end of year reconciliation with 2% of the Actual Annual Value retained if annual performance is not met, or the withheld sums returned (with no interest) if annual performance is met	Monthly withholding, annual reconciliation	AM
	Mixed sex accommodation breaches					
CB-E.B4 7.S.1	Sleeping Accommodation Breach	>0	Verification of the monthly data provided pursuant to Schedule 6- Part CB in accordance with the Professional Letter	£250 per day per Service User affected	Monthly	A CR MH
	Cancelled operations					
CB-E.B4	All Service Users who	Number of	Review of monthly Service	Non-payment of costs	Monthly	A

Ref	Operational Standards	Threshold (2014/15) <u>(2015/16)</u>	Method of Measurement (2014/15) <u>2015/16</u>	Consequence of breach	Timing of application of consequence	Applicable Service Category
8.S.2	have operations cancelled, on or after the day of admission (including the day of surgery), for non-clinical reasons to be offered another binding date within 28 days, or the Service User's treatment to be funded at the time and hospital of the Service User's choice	Service Users who are not offered another binding date within 28 days >0	Quality Performance Report	associated with cancellation and non-payment or reimbursement (as applicable) of re-scheduled episode of care		CR S
	Mental health					
CB_E.B4 9.S.3	Care Programme Approach (CPA): The percentage of Service Users under adult mental illness specialties on CPA who were followed up within 7 days of discharge from psychiatric in-patient care	Operating standard of 95%	Review of monthly Service Quality Performance Reports	Where the number of breaches in the Quarter exceeds the tolerance permitted by the threshold, £200 in respect of each excess breach above that threshold	Quarterly	MH MHSS

SCHEDULE 4 – QUALITY REQUIREMENTS

B. National Quality Requirements

	National Quality Requirement	Threshold (2014/15) <u>(2015/16)</u>	Method of Measurement (2014/15) <u>(2015/16)</u>	Consequence of breach	Monthly or annual <u>Timing of application of consequence</u>	Applicable Service Category
CB_E.A.4 <u>5.S.4</u>	Zero tolerance MRSA	>0	Review of monthly Service Quality Performance Report	£10,000 in respect of each incidence in the relevant month	Monthly	A
CB_E.A.4 <u>6.S.5</u>	Minimise rates of Clostridium difficile	[Insert Baseline Threshold identified for Provider]	Review of monthly Service Quality Performance Report	As set out in Schedule 4 Part G , in accordance with applicable Guidance	Annual	A
CB_E.B.S <u>6.4</u>	Zero tolerance RTT waits over 52 weeks for incomplete pathways	>0	Review of monthly Service Quality Performance Report	£5,000 per Service User with an incomplete RTT pathway waiting over 52 weeks at the end of the relevant month	Monthly	Services to which 18 Weeks applies
CB_E.B.S <u>7a</u>	All handovers between ambulance and A & E must take place within 15 minutes with none waiting more than 30 minutes	>0	Review of monthly Service Quality Performance Report	£200 per Service User waiting over 30 minutes in the relevant month	Monthly	A+E

	National Quality Requirement	Threshold (2014/15) <u>(2015/16)</u>	Method of Measurement (2014/15) <u>(2015/16)</u>	Consequence of breach	Monthly or annual <u>Timing of application of consequence</u>	Applicable Service Category
CB_E.B.S <u>7b</u>	All handovers between ambulance and A & E must take place within 15 minutes with none waiting more than 60 minutes	>0	Review of monthly Service Quality Performance Report	£1,000 per Service User waiting over 60 minutes (in total, not aggregated with CB_E.B.S <u>7a</u> consequence) in the relevant month	Monthly	A+E
CB_E.B.S <u>8a</u>	Following handover between ambulance and A & E, ambulance crew should be ready to accept new calls within 15 minutes <u>and no longer than 30 minutes</u>	>0	Review of monthly Service Quality Performance Report	£20 per event where > 30 minutes in the relevant month	Monthly	AM
CB_E.B.S <u>8b</u>	Following handover between ambulance and A & E, ambulance crew should be ready to accept new calls within 15 minutes <u>and no longer than 60 minutes</u>	>0	Review of monthly Service Quality Performance Report	£100 per event where > 60 minutes (in total, not aggregated with CB_E.B.S <u>8a</u> consequence) in the relevant month	Monthly	AM
CB_E.B.S <u>9.5</u>	Trolley waits in A&E not longer than 12 hours	>0	Review of monthly Service Quality Performance Report	£1,000 per incidence in the relevant month	Monthly	A+E
CB_E.B.S <u>10.6</u>	No urgent operation should be cancelled for a second time	>0	Review of monthly Service Quality Performance Report	£5,000 per incidence in the relevant month	Monthly	A CR

	National Quality Requirement	Threshold (2014/15) <u>(2015/16)</u>	Method of Measurement (2014/15) <u>(2015/16)</u>	Consequence of breach	Monthly or annual <u>Timing of application of consequence</u>	Applicable Service Category
	VTE risk assessment: all inpatient Service Users undergoing risk assessment for VTE, as defined in Contract Technical Guidance	95%	Review of monthly Service Quality Performance Report	Where the number of breaches in the month exceeds the tolerance permitted by the threshold, £200 in respect of each excess breach above that threshold	Monthly	A
	Publication of Formulary	Continuing failure to publish	Publication on Provider's website	Withholding of up to 1% of the Actual Monthly Value per month until publication	Monthly	A MH MHSS CR R
	Duty of candour	Each failure to notify the Relevant Person of a suspected or actual Reportable Patient Safety Incident (as per Guidance) <u>in accordance with SC35</u>	[Insert as per local determination] <u>Review of monthly Service Quality Performance Report</u>	Recovery of the cost of the episode of care, or £10,000 if the cost of the episode of care is unknown or indeterminate	Monthly	All
	Completion of a valid NHS Number field in mental health and acute commissioning data sets submitted via SUS, as	99%	Review of monthly Service Quality Performance Report	Where the number of breaches in the month exceeds the tolerance permitted by the threshold, £10 in respect	Monthly	A MH MHSS

	National Quality Requirement	Threshold (2014/15) <u>(2015/16)</u>	Method of Measurement (2014/15) <u>(2015/16)</u>	Consequence of breach	Monthly or annual <u>Timing of application of consequence</u>	Applicable Service Category
	defined in Contract Technical Guidance			of each excess breach above that threshold		
	Completion of a valid NHS Number field in A&E commissioning data sets submitted via SUS, as defined in Contract Technical Guidance	95%	Review of monthly Service Quality Performance Report	Where the number of breaches in the month exceeds the tolerance permitted by the threshold, £10 in respect of each excess breach above that threshold	Monthly	A&E
	Completion of Mental Health Minimum Data Set ethnicity coding for all detained and informal Service Users, as defined in Contract Technical Guidance	Operating standard of 90%	Review of monthly Service Quality Performance Reports	Where the number of breaches in the month exceeds the tolerance permitted by the threshold, £10 in respect of each excess breach above that threshold	Monthly	MH MHSS
	Completion of IAPT Minimum Data Set outcome data for all appropriate Service Users, as defined in Contract Technical Guidance	Operating standard of 90%	Review of monthly Service Quality Performance Reports	Where the number of breaches in the month exceeds the tolerance permitted by the threshold, £10 in respect of each excess breach above that threshold	Monthly	MH MHSS

SCHEDULE 4 – QUALITY REQUIREMENTS

C. Local Quality Requirements

Quality Requirement	Threshold	Method of Measurement	Consequence of breach	Monthly or annual <u>Timing of application of consequence</u>	Applicable Service Specific-ation <u>Specific ation</u>
Insert text and/or attach spreadsheet or documents locally					

SCHEDULE 4 – QUALITY REQUIREMENTS

D. Never Events

Never Events	Threshold	Method of Measurement	Never Event Consequence (per occurrence)	Applicability	Applicable Service Category
SURGICAL					
Wrong site surgery	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All Healthcare Premises	A S
Wrong implant/prosthesis	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All Healthcare Premises	A S
Retained foreign object post-operation	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this	All Healthcare Premises	A S

			Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event		
MEDICATION					
Wrongly prepared high-risk injectable medication	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All Healthcare Settings	All except PT
Maladministration of potassium-containing solutions	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All Healthcare Settings	A
Wrong route administration of chemotherapy	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All Healthcare Premises	A CR
Wrong route administration of oral/enteral treatment	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately	All Healthcare Settings	All except PT

			established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event		
Intravenous administration of epidural medication	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All Healthcare Premises	All except PT, Ph
Maladministration of insulin	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All Healthcare Settings	All except PT
Overdose of midazolam during conscious sedation	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All Healthcare Premises	A S
Opioid overdose of an opioid-naïve Service User	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or	All Healthcare Settings	All except PT

		Quality Performance Report	episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event		
Inappropriate administration of daily oral methotrexate	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All Healthcare Settings	All except PT
MENTAL HEALTH					
Suicide using non-collapsible rails	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All mental health inpatient premises	MH MHSS
Escape of a transferred prisoner	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All medium and high secure mental health inpatient premises	MH MHSS
GENERAL HEALTHCARE					

Falls from unrestricted windows	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All Healthcare Premises	All except AM, PT, Ph
Entrapment in bedrails	>0	Review of reports submitted to/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All adult inpatient premises	A MH MHSS
Transfusion of ABO incompatible blood components	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All Healthcare Premises	A&E A AM CR R SM S U
Transplantation of ABO incompatible organs as a result of error	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never	All Healthcare Premises	A

			Event		
Misplaced naso- or oro-gastric tubes	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All Healthcare Premises	All except PT, Ph
Wrong gas administered	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All Healthcare Premises	All except PT, Ph, CH
Failure to monitor and respond to oxygen saturation	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All Healthcare Premises	All except PT
Air embolism	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure	All Healthcare Premises	All except PT

			or necessary care in consequence of the Never Event		
Misidentification of Service Users	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All Healthcare Premises	All
Severe scalding of Service Users	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All Healthcare Premises	All
MATERNITY					
Maternal death due to post-partum haemorrhage after elective caesarean section	>0	Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report	In accordance with Never Events Guidance, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event	All Healthcare Premises	A

<u>Never Event Breach</u>	<u>Threshold</u>	<u>Method of Measurement</u>	<u>Never Event Consequence (per occurrence)</u>	<u>Applicability</u>	<u>Applicable Service</u>
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					<u>Category</u>
<u>The occurrence of a Never Event as defined in the Never Events Policy Framework from time to time</u>	<u>>0</u>	<u>Review of reports submitted to NRLS/Serious Incidents reports and monthly Service Quality Performance Report</u>	<u>In accordance with Never Events Policy Framework, recovery by the Responsible Commissioner of the costs to that Commissioner of the procedure or episode (or, where these cannot be accurately established, £2,000) plus any additional charges incurred by that Commissioner (whether under this Contract or otherwise) for any corrective procedure or necessary care in consequence of the Never Event</u>	<u>All healthcare premises and settings</u>	<u>All</u>

SCHEDULE 4 – QUALITY REQUIREMENTS

E. Commissioning for Quality and Innovation (CQUIN)

CQUIN Table 1: CQUIN Schemes

Insert completed CQUIN template spreadsheet(s) or state Not Applicable

CQUIN Table 2: CQUIN Payments on Account

Commissioner	Payment	Frequency/Timing	Agreed provisions for adjustment of CQUIN Payments on Account based on performance

SCHEDULE 4 – QUALITY REQUIREMENTS

F. Local Incentive Scheme

Insert text locally or state Not Applicable

SCHEDULE 4 – QUALITY REQUIREMENTS

G. Clostridium difficile

Clostridium difficile adjustment: NHS Foundation Trust/NHS Trust (Acute Services only)

The financial adjustment (£) is the sum which is the greater of Y and Z, where:

$$Y = 0$$

$$Z = ((A - B) \times 10,000) \times C$$

where:

- A = the actual number of cases of Clostridium difficile in respect of all NHS patients treated by the Provider in the Contract Year
- B = the Baseline Threshold (the figure as notified to the Provider and recorded in the Particulars, being the Provider's threshold for the number of cases of Clostridium difficile for the Contract Year, in accordance with Guidance: <http://www.england.nhs.uk/ourwork/patientsafety/associated-infections/clostridium-difficile/>)
- C = $\frac{\text{no. of inpatient bed days in respect of Service Users in the Contract Year}}{\text{no. of inpatient bed days in respect of all NHS patients treated by the Provider in the Contract Year}}$

The financial adjustment is calculated on the basis of annual performance. For the purposes of ~~Service Condition SC36.47~~ (*Operational Standards, National Quality Requirements and Local Quality Requirements*), any repayment or withholding in respect of Clostridium difficile performance will be made in respect of the final quarter of the Contract Year.

Clostridium difficile adjustment: Other Providers (Acute Services only)

The financial adjustment (£) is the sum equal to A x 10,000, where:

- A = the actual number of cases of Clostridium difficile in respect of Service Users in the Contract Year.

The financial adjustment is calculated on the basis of annual performance. For the purposes of ~~Service Condition SC36.47~~ (*Operational Standards, National Quality Requirements and Local Quality Requirements*), any repayment or withholding in respect of Clostridium difficile performance will be made in respect of the final quarter of the Contract Year.

~~H. ———~~

Sanction Variations

~~Insert completed template (available via contract Technical Guidance); insert any additional text and/or attach spreadsheets or documents locally – or state Not Applicable~~

SCHEDULE 4 – QUALITY REQUIREMENTS

H. CQUIN Variations

~~I. CQUIN Variations~~

Insert completed template (available via CQUIN Guidance); insert any additional text and/or attach spreadsheets or documents locally - or state Not Applicable

SCHEDULE 5 - GOVERNANCE

A. Documents Relied On

Documents supplied by Provider

Date	Document
Insert text locally or state Not Applicable	

Documents supplied by Commissioners

Date	Document
Insert text locally or state Not Applicable	

SCHEDULE 5 - GOVERNANCE

B1. Provider's Mandatory Material Sub-Contractors Contracts

Mandatory Material Sub-Contractor [Name] [Registered Office] [Company number]	Service Description	Start date/expiry date	Processing data – Yes/No
Insert text locally or state Not Applicable			

SCHEDULE 5 - GOVERNANCE

B2. Provider's Permitted Material Sub-Contractors Contracts

Permitted Material Sub-Contractor [Name] [Registered Office] [Company number]	Service Description	Start date/expiry date	Processing data – Yes/No
Insert text locally or state Not Applicable			

SCHEDULE 5 - GOVERNANCE

C. IPR

Commissioner IPR

Commissioner	Document/Data/Process
Insert text locally or state Not Applicable	

Provider/Sub-Contractor	Document/Data/Process
Insert text locally or state Not Applicable	

Provider IPR

SCHEDULE 5 - GOVERNANCE

D. Commissioner Roles and Responsibilities

Co-ordinating Commissioner	Role/Responsibility
Insert text locally	

SCHEDULE 5 - GOVERNANCE

E. Partnership Agreements

To which the Provider is a party:

Date	Parties	Description
Insert text locally or state Not Applicable		

To which a Commissioner is a party:

Date	Parties	Description
Insert text locally or state Not Applicable		

SCHEDULE 6 – CONTRACT MANAGEMENT, REPORTING AND INFORMATION REQUIREMENTS

A. Recorded Variations

Variation Number	Description of Variation	Date of Variation Proposal	Party proposing the Variation	Date of Variation Agreement

SCHEDULE 6 – CONTRACT MANAGEMENT, REPORTING AND INFORMATION REQUIREMENTS

B. Reporting Requirements (all Providers other than Small Providers)

	Reporting Period	Format of Report	Timing and Method for delivery of Report	Application
National Requirements Reported Centrally				
1. As specified in the list of assessed mandated omnibus, secure electronic file transfer data collections <u>and BAAS schedule of approved collections</u> published on the HSCIC website to be found at http://www.hscic.gov.uk/datacollections Error! Hyperlink reference not valid. https://rocrsubmissions.ic.nhs.uk/Pages/search.aspx?k=R* where mandated for and as applicable to the Provider and the Services	As set out in relevant Guidance	As set out in relevant Guidance	As set out in relevant Guidance	All
2. <u>Patient Reported Outcome Measures (PROMS)</u>	As set out in relevant Guidance	As set out in relevant Guidance	As set out in relevant Guidance	All
NDTMS	As set out in NTA Guidance	As set out in NTA Guidance	As set out in NTA Guidance	SM
National Requirements Reported Locally				
1. Monthly Activity <u>and Finance</u> Report	Monthly	<u>[For local agreement]</u>	Using SUS data <u>By no later than the First Reconciliation Date for the month to which it relates, consistent with data submitted to SUS,</u> where applicable	All
2. Service Quality Performance Report, detailing performance against Operational Standards, National Quality Requirements, Local Quality Requirements, Never Events <u>and the duty of candour</u> , including, without limitation:	Monthly	<u>[For local agreement]</u>	Submit to Co-ordinating Commissioner within 10 <u>Within 15</u> Operational Days of the end of the month to which it relates.	

<p><u>a.</u> 2.1 details of any thresholds that have been breached and any Never Events <u>and breaches in respect of the duty of candour</u> that have occurred;</p> <p><u>b.</u> 2.2 details of all requirements satisfied;</p> <p><u>c.</u> 2.3 details of, and reasons for, any failure to meet requirements and;</p> <p><u>d.</u> 2.4 the outcome of all Root Cause Analyses and audits performed pursuant to Service Condition 20 <u>SC22 (Venous Thromboembolism)</u>;</p> <p><u>e.</u> <u>report on performance against the HCAI Reduction Plan</u></p>				<p>All</p> <p>All</p> <p>All</p> <p>A</p> <p>A</p>
<p>3. CQUIN Performance Report and details of progress towards satisfying any Quality Incentive Scheme Indicators, including details of all Quality Incentive Scheme Indicators satisfied or not satisfied</p>	<p>[For local agreement]</p>	<p>[For local agreement]</p>	<p>[For local agreement]</p>	<p>All</p>
<p><u>4.</u> <u>NHS Safety Thermometer Report, detailing and analysing:</u></p> <p><u>a.</u> <u>data collected in relation to each relevant NHS Safety Thermometer;</u></p> <p><u>b.</u> <u>trends and progress;</u></p> <p><u>c.</u> 4. <u>Monthly report on actions to be taken to improve performance against the HCAI Reduction Plan.</u></p>	<p>[Monthly, or as agreed locally]</p>	<p>[For local agreement], according to published NHS Safety Thermometer reporting routes</p>	<p>[For local agreement], according to published NHS Safety Thermometer reporting routes</p>	<p>All (not AM, Ph, D, 111, PT)</p>
<p>5. Complaints monitoring report, setting out numbers of complaints received and including analysis of key themes in content of complaints</p>	<p>[For local agreement]</p>	<p>[For local agreement]</p>	<p>[For local agreement]</p>	<p>All</p>
<p>6. Report against performance of Service Development and Improvement Plan (SDIP)</p>	<p>In accordance with relevant SDIP</p>	<p>In accordance with relevant SDIP</p>	<p>In accordance with relevant SDIP</p>	<p>All</p>
<p>7. Cancer Registration dataset reporting (ISN): report on staging data in accordance</p>	<p>As set out in relevant Guidance</p>	<p>As set out in relevant Guidance</p>	<p>As set out in relevant Guidance</p>	<p>CR R</p>

	with Guidance				
8.	Monthly summary Summary report of all incidents requiring reporting	Monthly	[For local agreement]	[For local agreement]	All
9.	Data Quality Improvement Plan: report of progress against milestones	In accordance with relevant DQIP	In accordance with relevant DQIP	In accordance with relevant DQIP	All
10.	Report and provide monthly data and detailed information relating to violence-related injury resulting in treatment being sought from Staff in A&E departments, urgent care and walk-in centres, and from ambulance services paramedics (where the casualties do not require A&E department, urgent care and walk-in centre attendance) , to the local community safety partnership and the relevant police force, in accordance with applicable Guidance (College of Emergency Medicine Clinical Guidance Information Sharing to Reduce Community Tackle Violence (July 2009)) ISTV Initial Standard Specification http://www.isb.nhs.uk/documents/isb-1594/amd-31-2012/index_html#Information	Monthly	As set out in relevant Guidance	As set out in relevant Guidance	A A+E AM U
11.	Report on outcome of reviews and evaluations in relation to Staff numbers and skill mix in accordance with General Condition GC5.2 (Staff)	6 6-monthly (or more frequently if and as required by the Co-ordinating Commissioner from time to time)	[For local agreement]	[For local agreement]	All
12.	Report on compliance with National Workforce Race Equality Standard	Annually	[For local agreement]	[For local agreement]	All
13.	Specific reports required by NHS England in relation to specialised services as set out at http://www.england.nhs.uk/nhs-standard-contract/ss-reporting (where not otherwise required to be submitted as a national requirement reported centrally or locally)	As set out at http://www.england.nhs.uk/nhs-standard-contract/ss-reporting	As set out at http://www.england.nhs.uk/nhs-standard-contract/ss-reporting	As set out at http://www.england.nhs.uk/nhs-standard-contract/s-reporting	Specialised Services
Local Requirements Reported Locally					

Insert as agreed locally				

SCHEDULE 6 – CONTRACT MANAGEMENT, REPORTING AND INFORMATION REQUIREMENTS

B Reporting Requirements (Small Providers only)

	<u>Reporting Period</u>	<u>Format of Report</u>	<u>Timing and Method for delivery of Report</u>	<u>Application</u>
<u>National Requirements Reported Centrally</u>				
1. As specified in the list of omnibus, secure electronic file transfer data collections and BAAS schedule of approved collections published on the HSCIC website to be found at <u>Error! Hyperlink reference not valid.</u> https://rocrsubmissions.ic.nhs.uk/Pages/search.aspx?k=R* where mandated for and as applicable to the Provider and the Services	<u>As set out in relevant Guidance</u>	<u>As set out in relevant Guidance</u>	<u>As set out in relevant Guidance</u>	<u>Small Providers</u>
<u>National Requirements Reported Locally</u>				
1. <u>Activity and Finance Report</u>	<u>[For local agreement, not less than quarterly]</u>	<u>[For local agreement]</u>	<u>[For local agreement]</u>	<u>Small Providers</u>
2. <u>Service Quality Performance Report, detailing performance against Operational Standards, National Quality Requirements, Local Quality Requirements, Never Events and the duty of candour</u>	<u>[For local agreement, not less than quarterly]</u>	<u>[For local agreement]</u>	<u>[For local agreement]</u>	<u>Small Providers</u>
3. <u>CQUIN Performance Report and details of progress towards satisfying any Quality Incentive Scheme Indicators, including details of all Quality Incentive Scheme Indicators satisfied or not satisfied</u>	<u>[For local agreement, not less than annually]</u>	<u>[For local agreement]</u>	<u>[For local agreement]</u>	<u>Small Providers</u>
4. <u>Complaints monitoring report, setting out numbers of complaints received and including</u>	<u>[For local agreement, not less than annually]</u>	<u>[For local agreement]</u>	<u>[For local agreement]</u>	<u>Small Providers</u>

<u>analysis of key themes in content of complaints</u>				
5. <u>Report against performance of Service Development and Improvement Plan (SDIP)</u>	<u>In accordance with relevant SDIP</u>	<u>In accordance with relevant SDIP</u>	<u>In accordance with relevant SDIP</u>	<u>Small Providers</u>
6. <u>Summary report of all incidents requiring reporting</u>	<u>[For local agreement, not less than annually]</u>	<u>[For local agreement]</u>	<u>[For local agreement]</u>	<u>Small Providers</u>
7. <u>Data Quality Improvement Plan: report of progress against milestones</u>	<u>In accordance with relevant DQIP</u>	<u>In accordance with relevant DQIP</u>	<u>In accordance with relevant DQIP</u>	<u>Small Providers</u>
8. <u>Report on outcome of reviews and evaluations in relation to Staff numbers and skill mix in accordance with GC5.2 (Staff)</u>	<u>6 monthly (or more frequently if and as required by the Co-ordinating Commissioner from time to time)</u>	<u>[For local agreement]</u>	<u>[For local agreement]</u>	<u>Small Providers</u>
<u>Local Requirements Reported Locally</u>				
<u>Insert as agreed locally</u>				

SCHEDULE 6 – CONTRACT MANAGEMENT, REPORTING AND INFORMATION REQUIREMENTS

C. Data Quality Improvement Plan

Data Quality Indicator	Data Quality Threshold	Method of Measurement	Milestone Date	Consequence
Insert text locally				

SCHEDULE 6 – CONTRACT MANAGEMENT, REPORTING AND INFORMATION REQUIREMENTS

D. Incidents Requiring Reporting Procedure

Procedure(s) for reporting, investigating, and implementing and sharing lessons learned from: (1) Serious Incidents (2) Reportable Patient Safety Incidents (3) Other Patient Safety Incidents

Insert text locally

SCHEDULE 6 – CONTRACT MANAGEMENT, REPORTING AND INFORMATION REQUIREMENTS

E. Service Development and Improvement Plan

	Milestones	Timescales	Expected Benefit	Consequence of Achievement/ Breach
Insert text locally				[Subject to General Condition GC9 (Contract Management)] or [locally agreed]

SCHEDULE 6 – CONTRACT MANAGEMENT, REPORTING AND INFORMATION REQUIREMENTS

F. Surveys

Type of Survey	Frequency	Method of Reporting	Method of Publication	<u>Application</u>
Friends and Family Test (where required in accordance with FFT Guidance)	As required by FFT Guidance	As required by FFT Guidance	As required by FFT Guidance	<u>All</u>
Service User Survey [Insert further description locally]				<u>All</u>
Staff Surveys <u>Staff Survey</u> (appropriate NHS staff surveys where required by Staff Survey Guidance) [Insert Other <u>insert</u> further description locally]	[NHS Staff Survey: where required by Guidance] [Other]	[NHS Staff Survey: where required by Guidance] [Other]	[NHS Staff Survey: where required by Guidance] [Other]	<u>All (not Small Providers)</u>
Carer Survey [Insert further description locally]				<u>All</u>
[Other insert locally]				

SCHEDULE 7 – PENSIONS

Insert text locally (template drafting available via <http://www.england.nhs.uk/nhs-standard-contract/>) or state Not Applicable

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