



Appendix A

General Service

Specification

Community Health

Improvement Services –

Dynamic Purchasing Services

Dynamic Purchasing System Reference 9Q6H-XQYAXE

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A Background and Purpose of the Dynamic Purchasing System

1. Background

- 1.1. On 1st April 2013 the responsibility for public health services within the County of Dorset transferred from the NHS to the local authorities of Bournemouth Borough Council, the Borough of Poole and Dorset County Council. All three localities work together as Public Health Dorset with Dorset County Council being the host authority.
- 1.2. Public Health Dorset commission a range of mandatory and non-mandatory public health services, including health improvement, NHS Health checks programme, sexual health services and drug and alcohol services in partnership with the Councils.
- 1.3. It serves a diverse population of 750,000 covering rural and urban areas – some small areas of which are among the most deprived with the South West of England.
- 1.4. Community Health Improvement Services play a central role in taking forward Public Health Dorset's vision for improving the health and wellbeing of local communities, with a particular emphasis on areas with the greatest needs. Supporting people in adopting and maintaining healthier behaviours is essential, not only in the lives of individuals, but also in creating effective and sustainable public services that focus on prevention of illness and disability as much as on treatment and care.

2. Purpose of the Dynamic Purchasing System

- 2.1. Dorset County Council, on behalf of Public Health Dorset, is establishing a dynamic purchasing system [DPS] to commission Community Health Improvement Services across the locality areas of Bournemouth, Poole and Dorset*
** As shown in Section L – Locality Map*
- 2.2. A general specification that sets out the minimum provision applicable to all of the lots is shown in Section B.

2.3. The DPS will consist of the following Lots and Tenderers may apply for admission to one or all lots.

[provision of]

- Lot 1 – NHS Health Check Assessments
- Lot 2 – NHS Health Checks Invitation Management
- Lot 3 – Sexual Health Level 1
- Lot 4 – Sexual Health Level 2
- Lot 5 – Supervised Consumption
- Lot 6 – Needle Exchange
- Lot 7 – Smoking Cessation
- Lot 8 – Weight Management
- Lot 9 – Immunisation

2.4. Individual general service specification that sets out the minimum provision applicable to individual lots are shown in Sections C to K.

B General Specification

All Lots

1. Introduction

- 1.1. This specification relates to the provision of Community Health Improvement Services as defined within lots 1 to 9 and subsequent invitations to tender. This general service specification is applicable to all lots. It indicates the minimum service provisions that shall apply to all contracts tendered from the Dynamic Purchasing System for Community Health Improvement Services.
- 1.2. These requirements shall apply in addition to the Contract Terms and Conditions and Essential Criteria.
- 1.3. Where an invitation to tender makes reference to the general specification this specification shall be wholly incorporated in any final contract awarded, unless otherwise amended by the Council in the invitation to tender.
- 1.4. Additional contract specific service requirements [lot or contract specification] and contract specific terms and conditions shall also be incorporated where stated in any Invitation to Tender.

2. Scope of the Requirement

- 2.1. The Services provided shall form part of a whole health improvement system across Bournemouth, Poole and Dorset. Therefore, each service provider shall ensure service users can access additional support by offering referral to other services within the system where appropriate.
- 2.2. The Services provided shall:
 - 2.2.1. Ensure access to health improvement services in community settings in the three locality areas of Bournemouth, Poole and Dorset.
 - 2.2.2. Strengthen the local network of services helping to provide easy and swift access to advice and support.
 - 2.2.3. Motivate and engage services users through a provision and philosophies, facilitate service users involvement in the services

3. The Requirements

- 3.1. The delivery of community health improvement services in a variety of community locations with a particular focus on areas where greater health need has been identified.
- 3.2. Services shall have equity of access for all groups in the community as specified under the Equality Act.
- 3.3. The Provider shall work with commissioners and other services in consultation, cooperation and partnership.
- 3.4. The Provider shall have internet access in place at all times and shall use appropriate electronic systems to record all consultations and activity and ensure that claims for payment for provision of this service can be collected through the electronic system as stipulated by the commissioner
- 3.5. The Provider shall ensure that:
 - 3.5.1. Services are provided in a non-discriminatory, non-patronising and professional manner in a way that demonstrates courtesy and respect for the dignity of service users.
 - 3.5.2. Services are delivered in such a way as to ensure an appropriate balance of access and efficiency
 - 3.5.3. Services are supported by adequate mechanisms and facilities, including appropriate premises/venue and equipment, as are necessary to enable provision of the service.
 - 3.5.4. Services are delivered and available for the hours agreed with the Provider.
 - 3.5.5. There are suitable contingency plans in place and maintained
 - 3.5.6. Public Health Dorset is notified immediately if a service can no longer be made available / can be delivered.

C General Specification

Lot 1 : NHS Health Check Assessments

1. Definition of Lot 1

- 1.1. This general specification defines the provision of NHS Health Checks Assessments delivered in the local authority areas of Bournemouth, Poole and Dorset.
- 1.2. The NHS Health Check programme is a mandate public health programme that systematically assesses cardiovascular risk in eligible adults [eligibility as defined by the NHS Health Check Programme].
- 1.3. The NHS Health Check Assessments will be divided into two broad categories of service delivery:
 - 1.3.1. Core Assessments – defined as those health checks carried out a result of a service user responding to a formal invitation for a health check [NHS Health Check Invitation as outlined in Lot 2].
 - 1.3.2. Opportunistic Assessments – defined as health checks that are undertaken opportunistically, i.e. not in response to a formal invitation for a health check [not as outlined in Lot 2]. Opportunistic assessments shall only be offered to service users that meet the eligibility criteria for an NHS Health Check. They may be offered alongside the provision of other Public Health Dorset commissioned services and may be linked to an outreach or community event that has been commissioned by Public Health Dorset.

2. Requirements.

- 2.1. The Provider to deliver NHS Health Check Assessments in accordance with national best practice and within a convenient, accessible one-stop testing facility
- 2.2. The Provider shall have and shall maintain effective and secure mechanisms for sending the outcome of the NHS Health Check Assessment to the individual service user's GP.

- 2.3. The Provider shall be required to work as part of a whole health improvement system to deliver NHS Health Check Assessments that:
- 2.3.1. Identifies at an early stage, adults with previously undetected vascular conditions who are not currently being managed. Specifically type 2 diabetes, coronary heart disease, stroke and Trans Ischemic Attack (TIA), chronic kidney disease and vascular dementia.
 - 2.3.2. Supports and signposts / refers service users to appropriate lifestyle services to empower them to make changes to their lifestyle to reduce overall risk.

D General Specification

Lot 2 : NHS Health Check Invitation Management

1. Definition of Lot 2

- 1.1. This general specification defines the provision of a NHS Health Check Invitation Management process delivered in the local authority areas of Bournemouth, Poole and Dorset.

2. Requirements

- 2.1. The Provider shall maintain a management process that that systematically identifies people who are eligible for a NHS Health Check and delivers an effective management process that enables invitations to be sent to a specified number of people, as instructed by Public Health Dorset, on an annual basis.
- 2.2. In order to deliver the services that Provider shall have and maintain:
 - 2.2.1. Access to a list that enable the identification of people who are eligible for a NHS Health Check
 - 2.2.2. Authorisation to contact individuals and inviting them to a NHS Health Check.
- 2.3. The Provider shall be required to work as part of a whole health improvement system to deliver NHS Health Check Invitation Management that:
 - 2.3.1. Supports the provision of NHS Health Checks as outlined in Lot 1, in particular Core Assessments.

E General Specification

Lot 3 : Sexual Health Services - Level 1

1. Definition of Lot 3

- 1.1. This general specification defines the provision of basic-level contraception, sexual and reproductive healthcare services within community settings [known as Level 1] delivered in the local authority areas of Bournemouth, Poole and Dorset. Services include:
 - 1.1.1. Chlamydia Testing
 - 1.1.2. Emergency Hormonal Contraception
 - 1.1.3. Condom distribution

2. Requirements

- 2.1. The Provider shall be required to increase knowledge of the risks associated with STIs among services users.
- 2.2. The Provider shall support and signpost / refer service users who may be at risk of STIs to appropriate sexual health services.
- 2.3. The Provider shall use their professional judgement to consider, and where appropriate, act on any safeguarding children and/or Child Sexual Exploitation, issues coming to their attention as a result of delivering services. This shall be in accordance with local safeguarding children procedures and any national or local guidance on under 16's sexual health activity.
- 2.4. The Provider shall be required to work as part of a whole health improvement system to deliver Sexual Health services that:
 - 2.4.1. Improves access to specialist integrated sexual health services for men and women who have unprotected sex and help contribute to a reduction in Sexually Transmitted Infections (STIs) and/or unplanned pregnancies.
 - 2.4.2. Strengthens the local network of contraceptive and sexual health services to help ensure easy and swift access to advice.

F General Specification

Lot 4 : Sexual Health Services - Level 2

1. Definition of Lot 4

- 1.1. This general specification defines the provision of services that test and treat asymptomatic but uncomplicated infections and the provision of Long Acting Contraception within community settings [known as Level 2], delivered in the local authority areas of Bournemouth, Poole and Dorset. Services include:
 - 1.1.1. STI / HIV testing
 - 1.1.2. Chlamydia treatment
 - 1.1.3. Long Acting Reversible Contraception

2. Requirements

- 2.1. The provision of contraception to sexual active women shall be in the context of promoting good sexual health, including the prevention of sexual transmitted infections.
- 2.2. In the delivery of the service the Provider shall:
 - 2.2.1. Ensure that all clinical procedures are conducted safely by an appropriately trained / competent person (and provide evidence of compliance, if requested to do so by the Council)
 - 2.2.2. Undertake a review with the service user of sexual and reproductive history
 - 2.2.3. Provide to the service user information and counselling, if required
 - 2.2.4. Ensure appropriate service user follow ups are arranged, if necessary
 - 2.2.5. Maintain an up to date register of provision to service users.
 - 2.2.6. Have adequate mechanisms and facilities, including premises and equipment, as are necessary to enable the provision of defined sexual health services. The premises should provide an acceptable level of privacy to respect a service user's right to confidentiality and safety.
- 2.3. For the fitting of LARC, both Sub-Dermal Implants and Intra-Uterine Devices and Systems (IUD/IUS) the Provider shall be required to have appropriate additional equipment and Operating Procedures.

- 2.4. The Provider shall use their professional judgement to consider, and where appropriate, act on any safeguarding children and/or Child Sexual Exploitation, issues coming to their attention as a result of delivering services. This shall be in accordance with local safeguarding children procedures and any national or local guidance on under 16's sexual health activity.
- 2.5. The Provider shall be required to work as part of a health improvement system to deliver Sexual Health services that:
 - 2.5.1. Ensures that there is a full range of options and increase the availability of contraceptive methods and STI testing and treatment delivered in a community setting.
 - 2.5.2. Raises awareness of the benefits of sexual health Level 2 services by delivering high quality advice, support and information.

G General Specification

Lot 5 : Supervised Consumption

1. Definition of Lot 5

- 1.1. This general specification defines the provision of supervised self-administration of substitute opiate medication by service user on an agreed regime delivered in the local authority areas of Bournemouth, Poole and Dorset.
- 1.2. Supervised consumption plays a key role in the care of service users and is an instrumental element in supporting service users in complying with their prescribed regime, therefore reducing incidents of accidental deaths through overdose.

2. Requirements

- 2.1. The Provider is required to supervise the consumption of substitute opiates at the point of dispensing, ensuring that the dose has been administered appropriately to the service user.
- 2.2. The Provider shall work closely with the service user's GP and/or the specialist prescribing service as part of a programme to manage opiate dependency.
- 2.3. The Provider shall be required to work as part of a whole health improvement system to deliver Supervised Consumption services that:
 - 2.3.1. Optimises the benefits available to service users from the provision of drug substitution via prescribed medication.
 - 2.3.2. Ensures compliance with each service user's agreed treatment plan.
 - 2.3.3. Prevents abuse and inadvertent overdosing.
 - 2.3.4. Supports service users by regular contact with healthcare professionals and to help them access further advice or assistance.

H General Specification

Lot 6 : Needle Exchange

1. Definition of Lot 5

- 1.1. This general specification defines the provision of community needle exchange services delivered in the local authority areas of Bournemouth, Poole and Dorset.
- 1.2. Community needle exchange service is a free and open access for service users who inject drugs that provides them with the means to obtain injecting equipment, thereby promoting harm reduction by reducing the practice of sharing equipment and the risk of passing on infections to others.

2. Requirements

- 2.1. The Provider is required to work alongside health, voluntary and independent sector agencies that are involved in treatment interventions to ensure a continuity of support to the service user that enables them to access:
 - 2.1.1. Sterile injecting equipment
 - 2.1.2. Information and advice around changing lifestyles
 - 2.1.3. Information on minimising the complications associated with drug misuse
 - 2.1.4. Signposting information on how to access drug and alcohol open access or treatment services within the community
 - 2.1.5. A confidential service
- 2.2. The Provider shall proactively signpost services users who inject drugs to a:
 - 2.2.1. Central point of needle exchange service that can provide a wider range of services
 - 2.2.2. Drug treatment service if they are ready to receive that level of intervention.
- 2.3. The Provider shall be required to work as part of a whole health improvement system to deliver community Needle Exchange services that:
 - 2.3.1. Encourages people who inject drugs to return used equipment for safe disposal
 - 2.3.2. Minimises the risk of exposure to members of the public from contaminated needles and syringes by offering used needle disposal point.

I General Specification

Lot 7 : Smoking Cessation

1. Definition of Lot 7

- 1.1. This general specification defines the provision of smoking cessation services delivered in the local authority areas of Bournemouth, Poole and Dorset.
- 1.2. Smoking cessation services aim to reduce the number of people that smoke and the harm that is caused by smoking.

2. Requirements

- 2.1. The Provider shall be required to provide support and advice to service users who are considering or who want to stop smoking.
- 2.2. The Provider shall be required to supply pharmacotherapy to support service users in reducing their use of cigarettes or in making a quit, alongside the provision of support and advice.
 - 2.2.1. Supply of such medicines can only be undertaken by those authorised to prescribe or supply in accordance with a Patient Group Direction as developed by Public Health Dorset and Dorset Clinical Commissioning Group.
- 2.3. The Provider shall be required to work as part of a whole health improvement system to deliver Smoking Cessation services that:
 - 2.3.1. Helps services users who want to quit smoking
 - 2.3.2. Helps services users who want to reduce their use of cigarettes prior to making a quite attempt
 - 2.3.3. Helps service users to abstain from smoking for a set period of time, for example, during a stay in hospital.

J General Specification

Lot 8 : Weight Management

1. Definition of Lot 8

- 1.1. This general specification defines the provision of weight services delivered in the local authority areas of Bournemouth, Poole and Dorset.
- 1.2. Weight Management supports service users to achieve and sustain a health weight with a focus on behaviour change, healthy eating and physical activity.

2. Requirements

- 2.1. The Provider shall be required to deliver:
 - 2.1.1. High quality community support to overweight and / or obese service users to enable them to achieve and maintain a reduction in their body weight.
 - 2.1.2. Lifestyle guidance to encourage positive lifestyle choices to maintain a healthy body weight and lead healthy lifestyle.
- 2.2. The Provider shall be required to work as part of a whole health improvement system to deliver Weight Management services that:
 - 2.2.1. Reduces the number of service users who are classified as overweight or obese
 - 2.2.2. Provides in-person weight loss support for obese service users aged 18 and over which forms an integral part of their weight management pathway
 - 2.2.3. Actively promotes long-term lifestyle changes
 - 2.2.4. Aligns the in-person support groups with the LiveWell Dorset service for the referral of service users into the in-person support groups and provides timely and efficient reporting processes
 - 2.2.5. Monitors and evaluates the delivery of the services.
 - 2.2.6. Enables and supports the service users, who are referred into the services, to reduce their initial body weight at the end of the intervention (period as defined by individual contract specification).
 - 2.2.7. Enables and supports the service users, who are entitled for further support after the intervention, to achieve further weight reduction by the second stage of the intervention (period as defined by individual contract specification).

K General Specification

Lot 9 : Immunisation

1. Definition of Lot 9

- 1.1. This general specification defines the provision of community-based immunisation programmes delivered in the local authority areas of Bournemouth, Poole and Dorset.
- 1.2. Immunisation programmes form part of the wider health protection function of Public Health Dorset, for example, flu vaccinations for eligible local authority employees.

2. Requirements

- 2.1. The Provider shall be required to:
 - 2.1.1. Administer immunisation under a locally agreed or private PGD on registered premises.
 - 2.1.2. Administer immunisation only to those service users that have been identified by Public Health Dorset as eligible to receive the service.
 - 2.1.3. Offer a user-friendly, non-judgemental, client-centred and confidential service.
- 2.2. The Provider shall be trained in accordance with National Minimum Standards for Immunisation Training (published by the Health Protection Agency) to secure the skills necessary which should include:
 - 2.2.1. Needle length and needle bevel ;
 - 2.2.2. Body mass and choice of needle length;
 - 2.2.3. Injection site, appropriate injection technique, i.e. Intramuscular/sub-dermal and the rationale of this choice;
 - 2.2.4. How to administer an injection, including service user assessment, side effects and contraindications;
 - 2.2.5. Anaphylaxis – recognition and treatment
- 2.3. The Provider shall be required to work as part of a whole health improvement and protection system to deliver Immunisation Services that:
 - 2.3.1. Promotes awareness of immunisation programme
 - 2.3.2. Improves public health by decreasing infection across the population

