

## **OCCG SERVICE SPECIFICATION (2020/21)**

### **PRIMARY CARE SERVICE FOR THE PROVISION OF ARRHYTHMIA DIAGNOSTIC SERVICES**

#### **1. Introduction**

This service covers the use of cardiac event monitors (CEMs) for the diagnosis of patients presenting with suspected arrhythmia. It does not cover the use of any CEMs or ECGs for any other purpose.

No part of this specification by commission, omission or implication defines or redefines essential or additional services.

#### **2. Background**

The assessment and treatment of patients presenting with arrhythmia / palpitations has traditionally been carried out in secondary care settings, either requiring a referral from the GP or presentation at A&E. Many of these secondary care assessments have traditionally required a series of diagnostic tests to be performed. This service allows the GP to make an informed decision for those patients presenting with arrhythmia / palpitations based on the findings of the primary care testing and the interpretation and advice given through a Tier 2 service. It is expected that a lesser number of referrals to secondary care would ensue. Most patients with palpitations do not have a serious disorder.

#### **3. Service Scope**

This service will support practices to provide a diagnosis of arrhythmia for patients presenting with palpitations / arrhythmia in practice premises, or within the community.

The Provider of this service will ensure an appropriate record of activity is developed and maintained for audit and payment purposes. Each encounter will be recorded in the patient's clinical record.

#### **4. Service Delivery**

The Provider must adhere to the agreed assessment tool and treatment guidelines which may be updated periodically. The patients covered by this service are those that present with arrhythmia / palpitations for whom a primary care diagnostic service is appropriate.

##### Pathway (for patients with intermittent symptoms):

- Patient presents to GP, initial risk assessment, in house ECG recommended
- Practice performs 12 lead ECG (or appropriate ECG)
- Practice performs Thyroid function Test (as per arrhythmia protocol)
- GP checks for high risk indicators that would require referral
- If low risk, GP arranges investigations using an event monitor
- Results of investigations are reviewed by GP

- Patient reviewed by GP and treatment commenced if appropriate or Cardiology referral is advised
- GP follows up patient following secondary care referral where appropriate

Where the GP requires further advice on management, they are to forward an email to the Cardiology Advice email account ([oxon.cardiologyadvice@nhs.net](mailto:oxon.cardiologyadvice@nhs.net)).

Where a referral is required or recommended, CCG pro-formas corresponding to the Integrated Cardiology Service (ICS) are to be used for practices in the areas covered by the ICS. For advice about referrals to the ICS telephone 01865 226855.

All staff undertaking investigations using an event monitor must be adequately trained and supervised.

The Practice must have adequate mechanisms and facilities, including premises and equipment, as are necessary to enable the proper provision of this service.

The Practice must adhere to good practice as outlined in the Infection Control Guidance for General Practice.

The services delivered under this specification will be subject to clinical audit and governance review and monitoring will be carried out as part of the annual review of the contract.

## **5. Monitoring**

Practices will provide a quarterly report on numbers of patients managed through this service and all outcomes. Data collected will show how many patients required an interpretation request and those subsequently referred for a full 1<sup>st</sup> Outpatient appointment.

Key Performance Indicators (KPIs) Monthly Reporting;

- numbers of patients presenting with palpitations / arrhythmia
  - numbers of patients tested under this service in primary care ,
  - number of ECG reports referred to secondary care for interpretation
  - number of patients referred for a cardiological opinion
- An annual review will be conducted, assessing full year figures on the above KPIs.
  - At the time of signing up to the Locally Commissioned Service, the cardiac rhythm recording device(s) and / or service(s) that the practice is using for ambulatory rhythm monitoring / cardiac event monitoring are to be specified.

## **SNOMED / Read Codes**

The SNOMED / Read Codes to be used to record interventions and outcomes are attached at Appendix 1.

## **6 Clinical Governance**

### **6.1 Care Quality Commission registration**

The Provider must be registered with the Care Quality Commission. This means a provider has a statutory duty to comply with all relevant CQC national standards and outcomes.

### **6.2 Record Keeping and transfer of information**

All patient records should be kept in accordance with national and local protocols and policies i.e. the NHS Confidentiality Code of Practice, Data Protection Act and any transfer of patient information should be done in accordance with Caldicott regulations.

### **6.3 Competency and accreditation standards of healthcare professionals providing service.**

All healthcare professionals providing the service should be registered with the relevant professional body and have appropriate qualifications and accreditation for the role they perform.

### **6.4 Professional indemnity cover**

All healthcare professionals working within the service should provide evidence of professional indemnity cover appropriate to their role within the service.

### **6.5 Continuing Professional Development and Training**

The Provider shall undertake to facilitate the appropriate appraisal process, continuing professional development and training for healthcare professionals providing the service to ensure that they meet the minimum competency standards.

### **6.6 Risk Management**

The Provider shall ensure that the following areas have procedures developed that meet relevant NHS management standards:

- Clinical risk management and reporting systems for clinical and other incidents
- Complaints and accolades management system
- Patient concerns and queries
- Business Continuity Management Plans

### **6.7 Equipment**

The equipment will be validated by the practice annually in accordance with national recommendations.

The Provider shall ensure that the following areas have procedures developed for them:

- All relevant National Guidance and Legislation e.g. Medicines and Healthcare Products Regulatory Agency(MHRA), Care Quality Commission.
- A system is in place to ensure medicines, consumables and other medical devices are stored appropriately and expiry dates are checked regularly.

### **6.8 Prevention and Control of Infection**

The Provider shall comply with the Health Protection Agency Guidance on Infection Control, Communicable Diseases for Primary and Community Care within the Thames Valley and with CCG Policies.

## **7. Audit and monitoring**

The Provider must make all information requested for audit purposes available to the Commissioner, and will be required to support the Commissioner in monitoring the quality of the service. This will be available from the practice clinical system and will include:

- Numbers of patients presenting with palpitations/arrhythmia
- Numbers of patients tested under this service in primary care
- Number of patients with record of ambulatory ECG normal during the quarter (Read Code: 32140 / SNOMED Code: 164851008)
- Number of patients with record of ambulatory ECG abnormal during the quarter (Read Code: 32141 / SNOMED Code: 164852001)

If relevant other aspects should include:

- Outcome of Significant Event Analysis
- Clinical Audit results including false negatives and false positive results,
- Incidents / complaints
- Accolades

## **8. Sustainability**

With the exception of weeks containing a bank holiday, the service should be available 5 days a week, 52 weeks of the year to ensure appropriate patient access. Evidence may be needed to demonstrate that appropriate plans have been devised for cover of leave (both anticipated and unanticipated) and succession planning for staff turnover.

## **9. Accountability**

The Provider is ultimately accountable to the Commissioner for the delivery of this service.

## **10. Health and safety**

The Provider shall ensure that the services comply with UK Health and Safety Legislation, CCG Health and Safety Policies and procedures.

## **11. Payment**

Payment will be made quarterly based on actual activity carried out as reflected in quarterly activity monitoring reports to the CCG. The payment for this service will be as follows:

### **Level One Payment**

£68.29 per Cardiac Event Monitor Test undertaken on patient presenting with palpitations / arrhythmia where the trace is interpreted in-house by a suitably qualified member of the PHCT.

**Codes to be used:** Please refer to Appendix 1

### **Level Two Payment**

£52.53 per Cardiac Event Monitor Test undertaken on patient presenting with palpitations / arrhythmia where the trace is interpreted via the email advisory service provided by the secondary care provider.

**Codes to be used:** Please refer to Appendix 1

Where Cardiac Event Monitor traces are forwarded to the secondary care provider for interpretation the following email address must be used:

[Ambulatory.monitoringorh@nhs.net](mailto:Ambulatory.monitoringorh@nhs.net)

CardioCall monitor traces can be read by ORH software, however all other monitor traces must be sent by PDF or JPG.

Where ECG traces are forwarded for interpretation the email MUST follow the email advice minimum data set as follows:

- Patient data must only be transmitted via NHS net. Patient details must not be transferred via the open internet. This means that GPs must use '.nhs.net' accounts. No other email address types may be used to transmit patient information.
- The Provider must adhere to Caldicott Principles
- All PCs must be password protected
- Each email should contain detail pertaining to a single patient.
- GPs requesting advice must provide the following information in their email:
  - patient personal details
  - patient NHS number
  - signs and symptoms
  - relevant medical and drug history
  - 12 lead ECG (attached)
  - Thyroid Function Test ( as per arrhythmia protocol)
  - investigations and treatment to date
  - outcome required of email (e.g. advice on management, guidance on requesting investigations etc.)

Payment will not be made where the above patient minimum data set requirements are not met.

The costs of the email advisory service are in line with the email advisory service tariff agreed with the secondary care provider through the contracting process.

## **12. Monitoring**

Data will be extracted from the EMIS practice system by SCWCSU around the 15th of the month following the end of each quarter to monitor activity. Vision practices are requested to submit the necessary evidence for payment in the form of the search output from the clinical

system and submit to SCWCSU by the 15th of the month following the end of each quarter (deadlines to be confirmed each quarter by SCWCSU).

### **13. Termination**

This service will terminate on 31<sup>st</sup> March 2021. For termination ahead of this 3 months written notice must be given.

### **14. Contact**

Contact for queries: [carole.rainsford@nhs.net](mailto:carole.rainsford@nhs.net)

Clinical lead: [will.o'gorman-occg@nhs.net](mailto:will.o'gorman-occg@nhs.net)

**APPENDIX 1**

Data Collection Specification for Primary Care Service for Arrhythmia 2020/21

*Please note SNOMED Codes are currently indicative, subject to data quality checks*

	Item	Read Code and Description	SNOMED Codes	Notes
Search population	Patients with record of referral for 24 hour ECG to GPSI <b>and</b> with a record of Cardiac event monitoring from the March preceding the fiscal year	8H4R. Referral to cardiology special interest general practitioner  662Y. Cardiac event recording	196311000000107  395148004	Both codes are required  Latest codes
Numbers qualifying for any payment	Patients in the Search population with record of cardiac event monitoring	662Y. Cardiac event recording	395148004	Latest code
For information	Patients with cardiac monitoring and record of ambulatory ECG normal	32140 Ambulatory ECG normal	164851008	Latest code
	Patients with cardiac monitoring and record of ambulatory ECG abnormal	32141 Ambulatory ECG abnormal	164852001	
Numbers qualifying for higher payment	Patients in Search Population with no record of email to consultant			If there was an email in the 28 days prior to 1 <sup>st</sup> April they are not included here since they should have been picked up in the last quarter of the previous year.
	Email to consultant after	9Nb0. Email sent to consultant	408563008	Latest code Email 29 days or

	time limit			more after cardiac event monitoring - >28days after 662Y
Numbers qualifying for lower payment	Patients in Search Population with record of email to consultant which is 28 days or less after cardiac event monitoring	9Nb0. Email sent to consultant	408563008	Email to consultant for interpretation - latest code

*Data extraction is cumulative throughout the fiscal year taken at the end of each quarterly period. In all cases, patients who have died or left during the reporting period, but who have received a service within the practice will be included. Temporary residents will be included.*