

## APPENDIX 1

### SERVICE SPECIFICATION

SERVICE	Lateral Flow Testing at Mass Testing Sites
PERIOD	17 <sup>th</sup> January 2021 to 28 <sup>th</sup> February 2021 (to change depending on go-live date)
DATE OF REVIEW	1 <sup>st</sup> February 2021

#### 1. POPULATION NEEDS

##### 1.1 National/local context and evidence base

As part of Southwark's approach to tackling the COVID-19 pandemic, Southwark Council is delivering an a programme of Community Testing using Lateral Flow Tests (LFT) to identify asymptomatic residents. It is currently estimated that 1 in 3 cases are asymptomatic and may be spreading the virus unknowingly. With the more transmissible variant prevalent in London, there is an urgency to establishing this service.

This service will provide:

- A 6-week (with option to extend) intensive community testing programme delivered from community sites across Southwark, which is accessible to all but will also include testing for key workers, carers and voluntary and community sector staff and volunteers.

It should be noted that as technology, use case and national directives are refined, new initiatives will be added to the programme in future.

#### 2. PURPOSE

##### 2.1 Aims and intended outcome of the service

This Service aims to identify asymptomatic residents through a mass testing offer at key community sites. These sites may include community centres, leisure centres and other premises that are assessed as suitable. The aim of the community testing is to better identify asymptomatic cases so that those that are spreading the virus unknowingly, are informed and supported to isolate.

In addition to delivery of a programme of testing, this programme aims to increase awareness of key COVID-19 related messages that keep individuals and communities safe e.g. 'hands, face and space', to mitigate impact of COVID-19 by making lifestyles changes e.g. stopping smoking by signposting to the Council's health improvement offer and to community support where needed.

##### 2.2 The Service Objectives are:

- To identify asymptomatic cases of COVID-19 within the population, to ensure that they self-isolate to reduce transmission to other people.

- Improve awareness of key messages around keeping safe and mitigating health harm in higher risk residents.
- To learn from the programme, to inform any further local, regional or national roll out of testing programmes e.g. regular testing for ‘test to release’ from self-isolation by key workers, the pharmacy testing programme which is anticipated to run simultaneously and the testing in secondary schools.

### 3. SCOPE

#### 3.1 Service description/pathway

- This service requires the ‘Provider’ to deliver a full and complete service for asymptomatic testing for COVID-19, using an LFT device.
- The service will be delivered in nominated sites, across Southwark, operating up to 7 days per week (8 am – 8pm)
- This service will:
  - a standard offer to provide supervision of an LFT with results provided by the NHS Test and Trace service and explain the delivery of test results and explanation of its meaning including the requirement of a PCR test and how to access a PCT test if LTF result is positive
  - remind people of prevention messages relevant to current tier / restriction and to sign post to Council information pages
- The ‘Provider’ will deliver the service in line with this specification, the Workforce Guidance (Appendix 1), the Standard Operating Procedures (SOP) (Appendix 2), and any current or future guidance to meet the PHE / DHSC requirements of the programme.
- The ‘Provider’ must be able to demonstrate that all staff delivering this service are suitable and competent to provide the service and meet the Workforce Guidance requirements as set out in Appendix 1
- The ‘Provider’ will offer a user friendly, non-judgmental, client centred and confidential service.
- The ‘Provider’ must respect privacy and safety in the provision of the service.

#### 3.2 Service Outline

The ‘Provider’ will deliver a testing programme for asymptomatic residents in line with the Workforce Guidance, Standard Operating Procedure (CSOP) and any relevant national guidance.

The ‘Provider’ will provide a comprehensive, quality testing service to eligible people that covers the core components set out in the SOP, including

- Ensuring that patients are able to register their personal details, either themselves, or if not possible then the ‘Provider’ should provide support.
- Ensure that those delivering the service, use appropriate PPE, as set out in the SOP.
- Provide guidance and supervision of the swabbing in line with the SOP e.g. throat and mid- nasal swab
- Inform the patient that they will receive their result via text or e-mail, to the account used for registration.
- Preparation of test and analysis of the LFT

- Sharing of the results with the National Portal
- Safe disposal of the LFT and related waste, in-line with the SOP.
- Confirmation of the test having been completed, via the national system
- Whilst preparing for the test, to briefly remind the patient:
  - Keeping safe e.g. hands, face, space, ventilate and other relevant guidance to tier
  - symptoms to look out for and requirement to isolate and get a PCR test
  - how to mitigate the health harm of COVID-19 e.g. sign posting to Council health improvement
- Deliver and explain the test result (positive, negative or void) and any next steps e.g. confirmation PCR if positive test, following the prepared script (see SOP).

### **Referrals**

Referrals will be received from patients self-referring via a booking portal. These will be made by booking an available slot at the 'Provider' Site for a specific date and time.

The 'Provider' will advise Southwark Council of the sites, days and times for booking slots that should be available to book. When a patient books via the portal, the patient and 'Provider' will be sent a confirmation text and/or e-mail

Patients will be made aware of the Community testing programme by Southwark Council and its partners and stakeholders and there will be no requirement for active promotion by the 'Provider'.

### **Business Continuity**

The 'Provider' must have a robust business continuity plan in place.

- The 'Provider' must ensure they have an adequate supply of LFTs and related materials to be able to deliver the service at all times. These will be provided by Southwark Council, but advance notice of additional need should be provided.
- The 'Provider's' site manager must inform all 'cover' staff of the service and its standard operating procedures in advance of them providing cover. Cover staff must also be aware of protocols in relation to emergency situations, serious incidents and safeguarding.

### **Underpinning Knowledge**

- Provider staff delivering the service should have completed the relevant training (see section 5)
- Provider staff delivering the service should have completed training on Infection, Prevention and Control including donning, the wearing of and doffing of Personal Protection Equipment.

### **Core Competencies**

Those providing the service must have a good understanding of

- COVID-19; including clinical definition, symptoms, terminology and approaches to testing e.g. PCR and LFT.
- Advice to reduce the transmission of coronavirus e.g. wearing of face coverings, social distancing and good hand hygiene.
- Be able to signpost to the council's health improvement web pages

- Effective and courteous communication with patients
- Be aware of how and when to refer/signpost patients and when to ask for support and advice
- Understand the legislation, ethics, duty of care, and the need to apply professional judgement.

### **3.3 Population covered (inclusion criteria)**

The 'Provider' will provide the service for self-selecting patients, who are within the following groups.

- Key workers, including but not limited to the workers of Southwark Council, the NHS family, the school and education community, Metropolitan Police Service, London Ambulance Service and the London Fire Brigade.
- Voluntary and Community Sector Staff and Volunteers, who provide direct care to others within Southwark.
- Carers, both formal and informal, who have caring responsibilities in Southwark.
- Any other resident who the 'Provider' considers an LFT would be beneficial.

These groups are subject to change if jointly agreed by Southwark Council and the 'Provider'.

Where groups including children and young people are identified as eligible, tests must only be administered where appropriate consent is obtained (see section 3.7) and the approach for will be as follows:

- That the child or young person will be accompanied by a consenting parent/guardian and the test will be conducted by the parent/guardian
- Children aged 16-17 may attend for a test unaccompanied, provided the Provider staff are satisfied that they are 'Gillick Competent' (able to action the results and consent to their own medical treatment without parent or guardian present).

### **3.4 Any acceptance and exclusion criteria and thresholds**

Only patients who meet the above criteria are eligible for the service, however 'Provider' discretion is advised and no formal proof of eligibility is required to access an LFT under this service.

Patients are permitted to receive regular testing, e.g. weekly tests for the duration of the service provision, with booking via the portal, as per normal practice.

Where the 'Provider' identifies a patient who they feel is a higher risk, they can use their discretion to suggest regular testing e.g. once or twice per week. These tests should be booked via the portal, as per normal practice.

### **3.5 Interdependencies with other services**

'Provider' delivering the service are required to be aware of other Community testing programmes (PCR and LFT), Health Improvement Services operating in Southwark and other related services and programmes e.g. COVID-19 vaccinations.

### **3.6 Information Technology**

The 'Provider' should have an internet connection for logging results a phone running Android 10 or IOS 11 to enable QR code reading.

### **3.7 Consent**

Informed consent must be obtained from all participants prior to undertaking any testing procedures. It must be made clear that participation is entirely voluntary, that there is no requirement to provide a reason for a decision not to take part in testing and that such a decision will not incur any penalty.

The Provider staff is responsible for communicating the purpose of the test and checking the participants understand the service and an agreement of what will happen if the test is positive e.g. requirement for a confirmation PCR test. The 'Provider' is classed as a data processor and therefore must issue a data privacy notice that informs the participant of how their data will be used.

**If the participant wishes to be tested, having received the above information, the subject will issue their consent in writing by signing an informed consent form. The 'Provider' is responsible for capturing this consent and must store a copy of the subject's consent form securely.**

### **3.7 Premises operation**

The 'Provider' is required to work in a 'covid-secure' manner and maintain high levels of infection prevention control practice during and in between interventions in line with existing IPC standards and guidance e.g. 'Provider' Patient Safety Group guidance.

### **3.9 The responsibility of the Commissioner**

To facilitate delivery of this service Southwark Council will:

- Provide all testing materials e.g. LFT's and swabs.
- Provide appropriate PPE, in line with the SOP.
- Set up and manage a booking portal, where patients can book their tests. The 'Provider' will receive confirmation e-mail to their nominated secure e-mail account.
- Setting up of a test site log-in for each 'Provider' site, to submit test results.
- Support and advice on IT requirements to meet the requirements of the registration and sharing of results with the portal.
- Provide a framework for the weekly return to Southwark Council on the number of tests provided and other metrics.
- Provide details of relevant referral points which Provider staff can use to signpost service users who require further support e.g. confirmation PCR test.
- Arrange meetings with the Provider as necessary to monitor and promote service development

## **4. QUALITY STANDARDS**

### **4.1 Applicable standards**

- The Provider is expected to operate the scheme in accordance with the guidance as set out in Appendix 1 and 2
- The Provide has, and shall hold, the responsibility for providing the service described within this document.
- Cover and temporary staff must be made aware of the procedures, in advance of them providing the cover. All records must be kept up to date and the Provider should be aware that they will ultimately be held accountable.
- The Provider must ensure and will be responsible for ensuring that the appropriate arrangements are made to cover the service, and the staff who are employed in its function.

- The Provider can demonstrate that staff involved in the provision of the service are competent to deliver this service
- The Provider participates in an audit of service provision when requested by Public Health.

## 5. EDUCATION & TRAINING FOR THE PROVIDER

The Provider staff providing the end-to-end COVID-19 testing service, using an LFT device must complete training prior to performing any elements of the testing service with eligible clients.

Training for testing is undertaken through an online training portal. Access to the portal will require a token to be entered, which will be provided to the Provider upon confirmation of their participation in the LFT testing service.

Training includes the following 5 modules:

- LFD process training
- LFD results recording training
- Infection prevention and control
- Guidance on self-swabbing
- Train the trainer

Each module contains written information and/or video content followed by a short MCQ assessment and takes approximately 15 minutes to complete. Trainees must achieve 100% for all modules taken to achieve certification. The Provider must complete all five modules and must ensure that all staff involved in the provision of this service have relevant knowledge and are appropriately trained. At a minimum, any staff member performing Covid-19 testing related roles in a site must complete LFD process training, LFD results recording and Infection prevention control training.

Site leads e.g. the team leader may want to organise additional practical training or supervision for other staff members taking part in testing procedures, however, this must be undertaken after successful completion of online training.

The site will also be provided with training resources including a guidebook and standard operating procedure which covers IPC, cleaning protocols, and appropriate use of PPE.

Training for providing brief intervention to increase awareness of key COVID-19 related messages e.g. hands, face and space as well as mitigating impact of COVID-19 by making lifestyles changes e.g. stopping smoking is available on demand, via webinar.

## 6. INFORMATION GOVERNANCE, CONFIDENTIALITY INFORMATION AND DATA PROTECTION

**Will be updated reflecting advice from Legal and Info Gov.**

The Provider staff shall not, whether during or after their appointment, disclose or allow to be disclosed to any person (except on a confidential basis to their professional advisers) any information of a confidential nature acquired by the Provider staff in the course of carrying out their duties under this agreement, except as may be required by law or as directed by

Southwark Council.

The Provider staff must protect personal data in accordance with the provisions and principles of the Data Protection Act legislation and must ensure the reliability of the staff that has access to such data.

All participating Provider staff will be compliant with information Governance requirement.

## **7. BUSINESS CONTINUITY AND INSURANCE**

The Provider must have an up-to-date Business Continuity plan, and should inform Southwark Council in the unlikely event of emergency situations that lead to the failure of the Provider to open and therefore unable to deliver the service to patients e.g. tube disruption, bad weather or lack of available staff to deliver the service.

**Insurance - to be added by Corp Insurance colleagues.**

## **8. CONTRACT MONITORING**

### **8.1 Monitoring and Review**

- The Provider shall ensure that the necessary documentation, as detailed in this service specification, is maintained and made available to Southwark Council to enable the service to be monitored and for the purpose of post-delivery payment verification.
- Southwark Council may undertake a visit to the site to inspect the provision of the service and to ensure that the Provider is meeting the service specification terms.

### **8.2 Activity/Audit Record**

The Provider shall ensure that all consultations are logged on to the Activity/Audit Record to enable Southwark Council to monitor activity and verify payments for services provided.

Expected reporting activities are:

- Confirmation of each booked test completed, by confirmation of the workflow in the appointment e-mail. TBC
- Submission of a weekly return, in line with national reporting, to Southwark Council

### **8.3 QUALITY OUTCOMES INDICATORS**

**All to be reviewed.**

<b>Quality Outcomes Indicators</b>	<b>Threshold</b>	<b>Method of Measurement</b>	<b>Consequence of breach</b>	<b>Report Due</b>
Activity	Total number of individuals seen for service (standard and enhanced) and tests 'wasted'.	Evidence of activity/audit record	Trigger contract review meeting	Weekly
Staff training	Evidence of module completion	Copy of certificate	Trigger contract review meeting	Prior to service start
Invoicing	100% of all invoices to include completed activity/audit record	Evidence of activity/audit record	Trigger contract review meeting	Monthly

## **9. SERVICE SPECIFICATION REVIEW**

**9.1** It is recognised within this specification that the service may be subject to change due to a range of national and local policy initiatives. For example, DHSC/ PHE government guidance and legislation, or Southwark Council Policy.

**9.2** The Service Specification can be reviewed in partnership with the provider, to reflect the changes in legislation / guidance. Adequate notice will be given to the Provider of any significant changes which may impact on the service provided and will ensure sufficient transition arrangements are secured to ensure service continuity.

## **10. FINANCIAL INFORMATION**

### **10.1 Payment and Reimbursement**

Payments will be made at a rate of £14 for each complete standard service

Providers should note that across the programme, there is a cap on activity.

Payments will be made to the provider/organisation named on this contract.

It is the Provider's responsibility to ensure that the invoices are calculated and completed correctly. An incorrect invoice will be put on hold pending the correct documentation being sent through.

## **APPENDIX 1**

The following data elements are captured by the Registration process, a service that is operated by DHSC and NHS Digital:

1. *Whether the test is being taken at a test site or at home*
2. *The postcode of where the test is being taken*
3. *The test site the test will be taken at*
4. *Test kit URN (barcode of test kit)*
5. *The date and time that test will be taken*
6. *Subject date of birth*
7. *Subject name*
8. *Subject gender*
9. *Subject ethnic group*
10. *Subject ethnic background*
11. *Whether the subject is displaying any coronavirus symptoms*
12. *The country the subject lives in (Member of the UK)*
13. *Subject home postcode*
14. *Subject address line 1*
15. *Work OR Study Status – plus Industry, Occupation, Employer OR Study Grade, Institution, Institution Town*
16. *Whether the subject has an email address and, if so, what that address is*
17. *Whether the subject has a mobile phone number and, if so, what that number is*
18. *Whether the subject has a landline phone number and, if so, what that number is*
19. *Whether the subject knows their NHS number and, if so, what it is*