

Change Control Notice 27/03/17

Heart Of England Solihull community service NHS Foundation Trust

Amendment to contract - Heart Of England Solihull community service NHS  
Foundation Trust

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a.	<b>Title</b>	Change of Contracted KPI's
b.	<b>Requested by</b>	Heartlands
	<b>Originator</b>	Tracey Townley / Allison Altoft
	<b>Checked by</b>	Margerate Biddelstone
c.	<b>Date</b>	27/03/2017
d.	<b>Reason for Change</b>	Following a KPI review on 20/03/17 it was agreed further clarity is required in order to audit and execute the KPI provision. The proposed changes will support clarity around details of performance indicators and clearly demonstrates touchpoints of penalties.
e.	<b>Full details of the change:</b>	
	<b>KPI 18.1 to 19.1.3.4</b>	Agreed Method of monitoring – wording removal of Monthly and Quarterly
	<b>KPI – 18.1</b>	Laboratory Medicine requires that the courier company monitor performance against the agreed standards and report any issues and actions to Laboratory Medicine on a Bi-monthly basis. However, this is not restricted to communicating issues outside of scheduled meetings or by exception.
	<b>KPI – 18.2.1</b>	HEART01 - go back to weekly SLA reporting so the 'rolling period' is compliant. HEART 02 Report checking time of booking requested verses collection time from location.
	<b>KPI – 19.3.1</b>	HEART 01 A/c: There is a tolerance of 15minutes in which the Provider calls the duty on-call Manager. Failure to call within this tolerance and the KPI is triggered.
	<b>KPI – 19.3.2</b>	HEART 04 A/c; "In-Hrs" 15minute tolerance from schedule time to notify the duty on-call manager. Failure to collect within the hour triggers the KPI. "out of hours"; 30 minute tolerance from scheduled collection time to notify the duty on-call manager. In the event of a failure to service HEART 04 requirements under performance against contract a request for 'ad-hoc' collection may be required - this will be at no extra cost to the trust. If neither the scheduled collection or ad-hoc collection happens within 90minutes of the original schedule run. The KPI is triggered.




	<b>KPI – 19.3.3</b>	It was agreed at monthly meeting on 14-10-14 that any KPI breaches or penalties will be logged with City Sprint who will then give HEFT a reference/job number and report back their findings on agreement or otherwise. Any penalties will then be paid in the form of credit to account. City Sprint to confirm log references for outstanding KPI's issued. This log will be discussed at the Operational meetings  Business Review meeting once a quarter
f.	<b>The cost for implementing this Change (if any)</b>	£00.00
g.	<b>The change to the Charges and revised payment Schedule</b>	£00.00
h.	<b>Implementation Timetable (if appropriate)</b>	01.04.2017
i.	<b>The impact of the Changes to the Contract</b>	There will be no impact for the Trust.
j.	<b>CNN valid from/to</b>	01.04.2017 – 31.03.2018

Authorised By – City Sprint	Justin Moore
Signed	
Title	Chief Sales Officer
Date	13/10/2017



Authorised By – HEFT Trust	
Signed	
Title	
Date	

T. TOWNLEY  
  
 DIRECTORATE BUSINESS &  
 CONTRACTS MANAGER  
 8.9.17.

