

COMMISSIONER'S CHECKLIST



Considering an external clinical service provider partnership?

Many PCNs and GP surgeries partner with external providers to access expertise from clinical pharmacists and pharmacy technicians. These collaborations can address recruitment challenges, reduce costs, and save time. However, thorough preparation is essential to avoid potential pitfalls.

Key advice Conduct due diligence before committing to any partnership.

IDENTIFYING YOUR NEEDS	NOTES
<input type="checkbox"/> Do we have clarity on the hours of service required?	
<input type="checkbox"/> Have we identified the specific skills and qualifications required of the clinicians?	
<input type="checkbox"/> Prescriber <input type="checkbox"/> Non-Prescriber <input type="checkbox"/> Technician	
<input type="checkbox"/> Does the clinician delivering the work need to be enrolled on the CPPE pathway?	
<input type="checkbox"/> Can the work be done remotely?	
<input type="checkbox"/> Have we identified our budget?	

IMPORTANT AREAS TO CONSIDER

Liability

- Insurance
- CQC registration
- Data protection

Quality of service

- Reputation
- Experience
- Expertise

Financial commitment

- VAT
- Hidden costs
- Cancellation clause

OVERLEAF IS A CHECKLIST THAT WILL HELP YOU

AVOID COSTLY MISTAKES



SERVICE PROVIDER COMPARISON TABLE

	PROVIDER NAMES	
LEGAL	CPS *	
<input type="checkbox"/> Is the provider registered with the Care Quality Commission (CQC)?	✓	
<input type="checkbox"/> Can a copy of the company's medical liability and professional indemnity insurance [as per Network Contract DES mandates] be provided?	[10M]	
<input type="checkbox"/> 1 Million <input type="checkbox"/> 5 Million <input type="checkbox"/> 10 Million [CQC minimum]	Other _____	
DATA PROTECTION		
<input type="checkbox"/> Does the provider have a named Data protection officer (DPO)	✓	
<input type="checkbox"/> Can they provide a Data Protection Impact Assessment (DPIA)	✓	
<input type="checkbox"/> The provider has policies and procedures to prohibit employees from accessing Patient Data from abroad, ensuring UK GDPR data security and confidentiality	✓	
<input type="checkbox"/> Do they hold a "Cyber Essentials" or equivalent IT security certification	✓	
EXPERIENCE AND REPUTATION		
<input type="checkbox"/> Has the provider supplied services to similar healthcare settings like ours before?	✓	
<input type="checkbox"/> Do they hold any certifications, recognitions, or awards in their field?	✓	
<input type="checkbox"/> Can they provide testimonials, reviews, or references from previous/existing clients?	✓	
CLINICAL SAFETY		
<input type="checkbox"/> Is there any evidence that they uphold and support continuous professional development for their clinicians?	✓	
<input type="checkbox"/> Is there any evidence that they provide structured internal clinical supervision for all their clinicians?	✓	
COMPLIANCE		
<input type="checkbox"/> Is a secure telephony software system used for outgoing calls to patients?	✓	
<input type="checkbox"/> Are telephone calls to patients recorded for audit purposes?	✓	
<input type="checkbox"/> Are employee compliance checks completed [DBS, Reference, ID, Medical, etc.]	✓	
CLINICAL SUPPORT AND TRAINING		
<input type="checkbox"/> Do they offer a robust induction plan and training for their clinicians?	✓	
<input type="checkbox"/> Will the provider offer continuous support to clinicians placed in our practice?	✓	
<input type="checkbox"/> Will they provide additional training programs tailored to our practice's requirements?	✓	
PROJECT MANAGEMENT		
<input type="checkbox"/> Do they provide regular reports on the work done by their clinicians in our practice?	✓	
<input type="checkbox"/> Do they provide a dedicated project or practice liaison manager to address any problems or queries we may have?	✓	
<input type="checkbox"/> Can they ensure outgoing calls to patients display the surgery's phone number?	✓	
<input type="checkbox"/> Do they have mechanisms in place for receiving and acting upon feedback from us?	✓	
SMALL PRINT		
<input type="checkbox"/> Are the services we need clearly outlined in their contract?	✓	
<input type="checkbox"/> Are all costs, including potential VAT charges transparent?	✓	
<input type="checkbox"/> Do they offer contracts with flexible termination clause?	✓	

* CPS: Clinical Pharmacist Solutions