

Service Specification – Pathologist Provision

1 The Service.

The contractor shall:

1.1 guarantee to provide Pathologists to carry out post mortem examinations (PME's) at Haringey Public Mortuary and Brent, Harrow & Barnet Public Mortuary on behalf of the coroners for the North London coroner area,

1.2 guarantee to provide Pathologists to cover the following sessions for which the council will use its best endeavors to guarantee a minimum number of 3 cases for PME for each session. If for any reason on the day of the PME session this turns out to be less than 3, the Council shall not be liable for any PME cancellation fees:

<u>Mortuary</u>	<u>PME session days</u>
Brent, Harrow & Barnet	Monday
	Tuesday
	Wednesday
	Thursday
	Friday
Haringey	Monday
	Tuesday
	Wednesday
	Thursday
	Friday

1.3 guarantee to provide a replacement Pathologist for any PME session when the regular Pathologist has a planned absence eg annual leave, training etc. In the event of an unplanned absence for which the contractor does not give the council, the coroner and the mortuary at least 48 hours' notice that there is no pathologist to cover the PME session, the contractor shall incur a penalty charge of £100 for each PME on the list for that session and which has to be delayed to a later date,

1.4 by 2pm on Fridays, supply the Coroner's Office and both mortuaries with a list of the names of the Pathologists who will be carrying out PME's for each of the weekday sessions as set out in 1.2 above for the following week,

1.5 provide Pathologists to carry out PME's outside of mortuary normal operating hours during the week and at weekends and on public holidays when required, subject to the Coroner's Office providing at least 48 hours notice.

2. Submission of timesheets and PME reports.

The contractor shall:

2.1 ensure that its Pathologists carry out the PME's on the daily list, and immediately following the end of each session the Pathologist must complete the short report form recording his/her opinion as to the cause of death in each case on the list, and email it to the coroner's office before the end of the day,

2.2 ensure its Pathologists submit the full and final written, dated and signed PME report in each case to the Coroner's Office within 28 calendar days of the PME session and include any coroner's reference number where previously given. If blood, tissue or organs are taken

for analysis which prevent the report from being submitted within 28 calendar days, the Pathologist must advise the Coroner's Office as to when the results are to be expected. The Pathologist report must include as a minimum requirement detail, as to the extent and findings of both the external and internal examination together with any toxicological or histological examination, the clinical-pathological correlation and any cause of death. The report itself will be used by the Coroner as evidence at the Inquest and it may, in some circumstances, be necessary for the Pathologist to attend the Inquest to give evidence as to his/her findings.

2.3 The service providers pathologist must sign and date the PME report and include any Coroner's reference number where previously given. Please note: PME reports should not include the history as provided by the Coroner's Officer including any family concerns within the body of the PME report. It will suffice to say, "History or details provided as per the Coroner's Officer's Report". This will ensure that the Coroner can then copy the report to Properly Interested Persons, as required, without redacting it.

2.4 within 5 working days of the PME session ensure that the Pathologists timesheet is emailed to the coroner's office for signature to confirm that the PME's took place.

3 The Coroners Requirements of Pathologists

The contractor shall:

3.1 ensure that its Pathologists complete and comply with the Coroner's specific instructions for each PME, to meet the requirements of the Coroners and Justice Act 2009, the Coroners (Investigations) Regulations 2013, the Human Tissue Act 2004 and the latest relevant guidance from the Royal College of Pathologists. If the Pathologist becomes aware (whether before the PME or at any time during the course of it) of any reason why he/she should no longer continue to conduct the examination, then he/she must cease forthwith and advise the Coroner of the reason for so doing at the earliest opportunity.

3.2 ensure its Pathologists follow the Coroners instructions on a case by case basis. The instructions will normally follow a common form supplied by the Coroner's Office based on information provided to the Coroner at the time of the referral having been made. The accuracy of the information provided cannot be guaranteed at this stage. If the Pathologist requires further information before the PME can be conducted, then she/he should contact the Coroner's immediately in order to prevent any delay in it taking place.

3.3 ensure that trainee Pathologists are always under the supervision of a fully trained Pathologist. The Pathologist shall satisfy him/herself as to the quality of any PME carried out by a trainee Pathologists and the conclusions reached and countersign the report to verify and confirm the cause of death. There will be no additional fee for a PME where a trainee is in attendance.

3.4 ensure that at all times its Pathologists have proper regard to S14 (4) of the Coroners and Justice Act 2009. If a Pathologist becomes aware of any potential issue which is not apparent in the instructions provided by the Coroner, for example criticism as to the care or treatment of the deceased by medical practitioners within a Pathologists own hospital Trust (whether or not leading to death) then he/she should immediately contact the Coroner's Office for further direction from the Coroner before conducting the PME. This applies regardless of how such potential issues may have come to the Pathologists attention.

3.5 ensure that when toxicology is considered necessary to help establish the cause of death, the Pathologist must complete the necessary request form to Haringey Councils toxicology laboratory provider (Sheffield Teaching Hospitals NHS Trust) before leaving the

mortuary. Under no circumstances should samples be removed by the Pathologist for analysis at a different laboratory without the express consent of the Coroner's Office.

3.6 ensure that its Pathologists do not routinely take histology where a cause of death is evident from a macroscopic examination, or solely to confirm a cause of death. Where histology is considered necessary, the Pathologist must record this on the short cause of death form listing what tissue and/or whole organ has been retained. In the event that whole organs require further examination by a specialist practitioner, the Pathologist retains the responsibility for communicating the reason for the examination to the specialist to whom the organ is being sent.

3.7 ensure that its Pathologists understand and follow each licensed mortuary's operational procedures and relevant codes of the Human Tissue Act (2004) in undertaking PME's especially in the retention and disposal of tissue. Reporting where necessary to the sites Designated Individual any incident that may be considered a reportable incident (HTARI).

3.8 ensure that when a Pathologist takes histology samples, he/she is responsible for their analysis. If they are not analysing these themselves, it is their responsibility to arrange transportation for them to be analysed at a laboratory of their choice. In such cases the council will not be liable for any transportation/courier fees.

3.9 ensure the Pathologist confirms to the Coroner's Office that tissue and or organs have been disposed of in accordance with the directions of the family or other nominated person and that this is recorded in the final PME report in all cases where a tissue disposal form has been provided.

3.10 ensure its Pathologists attend Inquests to give evidence when required to do so by the Coroner. When attending an Inquest to give evidence, the service providers pathologist will be paid as a 'professional witness' in accordance with the rates set out in Paragraph 5 of the Schedule to The Coroners Allowances, Fees and Expenses Regulations 2013.

3.11 ensure that on no account whatsoever its Pathologists disclose or copy their PME reports to a third party (including hospital management, any consultant or other clinician) without the prior consent of the Coroner. However, if material has been removed from the deceased for transplant purposes before any PME has been conducted and, in the course of the examination, it becomes apparent that the deceased person suffered from a malignancy or other serious illness that might be relevant to the persons into whom the organs were transplanted, the Pathologist must advise the Coroner and the transplant coordinator as a matter of urgency so that the necessary information can be made available to the clinicians who care for the recipients of the transplanted material.

4 Conduct, Behavior and Timekeeping of Pathologists

The contractor shall:

4.1 in discussion and agreement with Haringey Council put a system of appraisal in place whereby at six monthly intervals Haringey Council, the Senior Coroner and the two mortuaries can provide feedback on the timekeeping, conduct and behavior of the contractor's pathologists. Haringey Council reserves the right to remove a pathologist from the list if his/her timekeeping, conduct or behavior is unacceptable and/or does not conform to mortuary operating requirements.

4.2 ensure that its Pathologists behave in a manner that shows dignity and respect to mortuary staff at all times,

4.3 ensure that its Pathologists are punctual in their attendance at the mortuaries and if they are late for any reason, they must keep the mortuary informed with an ETA. Should a Pathologist not have a valid reason for the lateness that is acceptable to the mortuary, then the mortuary reserves the right to levy a charge to the contractor for any overtime incurred by its staff as a consequence of having to work beyond normal opening hours to complete the PME session list. The hourly rate applicable per APT is £50.

5 Complaints

The contractor shall:

5.1 put a written complains procedure in place which sets out the process to be followed for investigating and responding to complaints made by Haringey Council, the Senior Coroner, the mortuaries or a bereaved family and this must include the initial response time to acknowledge the complaint, and the formal response time as to when the complaint will be answered.

6 Performance Management

The contractor shall:

6.1 attend regular performance management meetings with Haringey Council. These will normally take place quarterly, but for the first 3 months of the contract these will be held monthly, but may be held more frequently if the Council deems it necessary. The exact dates, times and locations will be mutually agreed by both parties.

6.2 The following (or their nominated representative(s)) will be expected to attend these meetings:

- The Council's Contract Manager
- The Service Providers Account Manager
- Any other parties as may from time to time be deemed to be relevant by the Council and the Provider.

6.3 The meetings will be organised by the council's Contract Manager.

6.4 Agenda items will normally be as follows:

- Service quality (including service issues such as complaints, incidents, service user feedback)
- Rota coverage
- Management data and invoicing
- Proposed agreement variations
- Local and national developments or intelligence that could have a bearing on the agreement
- Any other business

6.5 Performance monitoring will be based upon a risk approach to determine the frequency and intensity of the meetings.

6.6 Within 7 working days following each meeting the contractor's Account Manager will prepare minutes and submit these to the Council's Contract Manager for review and agreement within a further period of 7 working days. Where no response is received within

such period, the Council will be deemed to have agreed the content of the relevant minutes.

7 Key Performance Indicators (KPI's)

The contractor shall:

7.1 comply with the following KPI's and submit monthly monitoring reports to the Councils Contract Manager by the 15th day of each month for the preceding month.

KPI	% requirement
Provision of substitute Pathologist to cover absences	100%
Submission of short form PME report to Coroner's Office by the end of the same day after the PME session has concluded	100%
Submission of full and final PME report to Coroner's Office within 28 calendar days of conclusion of PME session	95%
Submission of timesheets to Coroner's Office within 5 working days of conclusion of PME session	100%
Submission of invoices that include only cases where the full and final PME report has been submitted to the Coroner's Office	100%
Completion of toxicology request form prior to leaving the mortuary after the PME session has concluded	100%

7.2 Should the contractor's performance of any of the KPI's fall below the requirement, the council will require the contractor to submit a performance management plan (within 14 days of being so notified by the council), that outlines the steps and timescales that it proposes to take in order for it to be able to meet the KPI requirement. Failure to submit a performance management plan, or failure to meet the steps and timescales set out in the performance management plan may result in termination of the contract at the council's discretion.

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