DECISION MAKER'S CHECKLIST

Outsourcing can boost capacity, or trigger governance gaps, hidden costs and safety risks. One missed check today could lock your PCN into under-delivery for months.

Use this 2-page checklist to stress-test any supplier, surface red flags fast, and choose the provider that's safest, compliant and best value for your PCN.

Avoid costly mistakes and pick the right provider.

Identifying Your Needs	Notes
☐ Number of hours of support required	
☐ Have we identified the specific skills and qualifications required of the clinicians?	
☐ Prescriber ☐ Non-Prescriber ☐ Technician	
☐ Does the clinician delivering the work need to be enrolled on the CPPE pathway?	
☐ Can the work be done remotely?	
☐ Have we identified our budget?	
☐ Will this be utilising PCN ARRS funding or will this be self funded?	

Service Provider Comparison Table

	Provider Names			
Legal	**CPS**			
☐ Is the provider registered with the Care Quality Commission (CQC)?	✔			
☐ Can a copy of the company's medical liability and professional indemnity insurance [as per Network Contract DES mandates] be provided?	✔			
☐ 1 Million ☐ 5 Million ☐ 10 Million (CQC minimum)	**10M**			

Data Protection

	CPS			
Does the provider have a named Data protection officer (DPO)	✓			
Can they provide a Data Protection Impact Assessment (DPIA)	✓			
The provider has policies and procedures to prohibit employees from accessing Patient Data from abroad, ensuring UK GDPR data security and confidentiality	✓			
Do they hold a "Cyber Essentials PLUS" or equivalent IT security certification	✓			

Experience & Reputation

Has the provider supplied services to similar healthcare settings like ours before?	✓			
Do they hold any certifications, recognitions, or awards in their field?	✓			
Can they provide testimonials, or references from previous/existing clients?	✓			

Clinical Safety

Is there any evidence that they uphold and support continuous professional development for their clinicians?	✓			
Is there any evidence that they provide structured internal clinical supervision for all their clinicians?	✓			

Compliance

Is a secure NHS recommended telephony software system used for outgoing calls to patients?	✓			
Is there a secure telephony software system whitelisted to the surgeries outgoing number	✓			
Are employee compliance checks completed in line with CQC requirements [DBS, Reference, ID, Medical, etc.]	✓			

Clinical Support & Training

Do they offer a robust induction plan and training for their clinicians?	✓			
Will the provider offer continuous support to clinicians placed in our practice?	✓			
Will they provide additional training programs tailored to our practice's requirements?	✓			

Project Management

Do they provide weekly workload reporting on the work completed by their clinicians in our practice?	✓			
Do they provide a dedicated project or practice liaison manager to address any problems or queries we may have?	✓			
Do they have a robust complaint and escalation procedure	✓			
Do they have mechanisms in place for receiving and acting upon feedback from us?	✓			

Small Print

Are the services we need clearly outlined in their contract?	✓			
Are all costs, including potential VAT charges transparent?	✓			
Do they offer contracts with flexible termination clause?	✓			