

Service Specification:

Infected Blood Compensation Authority (IBCA)

Clinical Advisors

1. Introduction:

The UK government has established the Infected Blood Compensation Authority (IBCA) to make payments to victims of infected blood. IBCA requires a pool of Clinical Advisors to support Claims Managers in making "balance of probabilities" judgments based on clinical evidence.

2. Service Description:

The service provider will supply Clinical Advisors with the required medical expertise to support IBCA's compensation claims process.

3. Key Requirements:

- **Provision of Clinical Advisors:** Supply 5-10 Clinical Advisors with expertise in:
 - Hematology (for dating infections)
 - Hepatology (for Hepatitis B and C)
 - Gastroenterology (for HIV)
 - General Practice (GP) / Generalist (to confirm additional conditions)
- **Availability:** Clinical Advisors must be available for approximately 2 hours per week initially, with potential for increased hours as IBCA expands.
- **Review of Decision-Making Forms:** Clinical Advisors will review decision-making forms completed by Claims Managers and discuss them in organized drop-in sessions.
- **Provision of Clinical Advice:** Clinical Advisors will provide written clinical advice to Claims Managers within 3 working days of an enquiry.
- **Training Sessions:** Provide ad-hoc training sessions on specific diseases and their impact on individuals, with sufficient notice.
- **Appeal Panel Membership:** Clinical Advisors may be required to act as panel members to review appeal cases.
- **Onboarding of Existing Advisor:** Onboard an existing Clinical Advisor currently working directly with IBCA.

4. Deliverables:

- Provision of qualified Clinical Advisors with specified medical expertise.
- Timely review of decision-making forms.
- Written clinical advice provided within 3 working days.
- Delivery of ad-hoc training sessions.
- Participation in appeal panel reviews as required.
- Accurate completion of Fieldglass timesheets weekly.

5. Management and Reporting:

- Clinical Advisors must provide one month's notice for annual leave to a member of the Operations Senior Leadership Team (SLT).
- One-month notice period for contract termination.
- Quarterly feedback sessions with Team Leaders.

6. Commercial Approach:

- Direct award to ProMedical is proposed due to time constraints and the specialized nature of the requirements.
- The RM6281 Framework for clinical temporary staff will be utilized.
- Estimated cost of £150 per consultant per hour.

7. Social Value:

This service will enable IBCA to make timely decisions and compensation payments, significantly improving the lives of those affected by infected blood and blood products.