

Supplementary file 2

List delivery

Contractual methods used by services in outsourcing and insourcing (January – December 2020). Values refer to percentages of services that use a particular method. *Percentages add up to over 100 as multiple methods may have been used

Contractual method	Outsource*	Insource*
Ongoing contract for regular activity	26 (28.6%)	36 (36.7%)
Contract to reduce long waits	48 (52.7%)	64 (65.3%)
Ad-hoc arrangement?	26 (28.6%)	21 (21.4%)

Administrators

Administrator employment and vacancy rate per service. WTE = whole time equivalent.

Role	Median (IQR) WTE per service	Vacancy rate (% of vacancy out of total desired pool) Mean (SD)
Band 8	0 (0 - 1)	4.2 ± 18.2%
Band 7 - senior administrator/ manager	0 (0 - 1)	4.1 ± 16.4%
Band 6 - senior administrator/ manager	0 (0 - 1)	6.1 ± 22.1%
Band 5 - administrator/ supervisor	0.5 (0 - 1)	5.3 ± 20.0%
Band 4 - admin team leader	1 (0 - 1.2)	6.5 ± 19.7%
Band 3 - admin booker scheduler	2 (1 - 4.4)	8.3 ± 18.0%
Band 2 - admin support/ receptionist	1 (0 - 3)	7.3 ± 18.3%

Training

Service and training lists for trainees, defined by primary role.

Role	Service lists per week median (IQR)	Training lists per week median (IQR)
Gastroenterology specialist trainees (ST/SPRs)	1 (0 - 2)	2 (1 - 4)
Surgical specialist trainees (ST/SPRs)	0 (0 - 1)	2 (1 - 3)
Other medical trainees (e.g. radiology, research fellows, non-consultant trainees)	0 (0 - 0)	0 (0 - 1)
Trainee clinical endoscopists	0 (0 - 1)	1 (0 - 2)

DNA and cancellation

Year	DNA rate (%)		List cancellations (n)	
	Standard	BCS	Standard	BCS

Supplementary file 2

2021	3.18% (SD 6.2)	0.25% (SD 1.1)	27.86 (SD 64.8)	1.04 (SD 3.4)
2019	3.48% (SD 3.07)	1.33% (SD 2.81)	5.01 (SD 12.11)	0.86 (SD 2.39)

DNA (did not attend) rate and cancelled lists in March 2021 compared to March 2019. BCS = bowel cancer screening

Safety

Incident type	Number of services reporting	%
Equipment incident	95	29.60%
Documentation or reporting incident	83	25.90%
Histology and sampling incident	51	15.90%
Drug incident	41	12.80%
Infection control (COVID related)	39	12.10%
Workforce/ skill mix	31	9.70%
Sedation, IV access and monitoring incident	30	9.30%
Consent incident	20	6.20%
Technical skills	13	4.00%
Training incident	6	1.90%

% of services that reported incident type in March 2021