Supplemental material

BMJ Publishing Group Limited (BMJ) disclaims all liability and responsibility arising from any reliance placed on this supplemental material which has been supplied by the author(s)

Frontline Gastroenterol

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

2