

# Public Document Pack



Coventry City Council

## Resources Directorate

Chris West  
Executive Director  
Council House  
Earl Street  
Coventry CV1 5RR

To all Members of the Health and Social Care Scrutiny Board (5)

Telephone 024 7683 3333  
DX 18868 COVENTRY 2

Please contact Su Symonds  
Direct line 024 7683 3069  
[su.symonds@coventry.gov.uk](mailto:su.symonds@coventry.gov.uk)

29 July 2014

Dear Member,

### **Supplementary Agenda – Meeting of the Health and Social Care Scrutiny Board (5) - Wednesday, 30th July, 2014**

The papers for the above meeting were circulated on 22 July 2014. Since publication the attached presentation slides supporting Agenda Item 5, Patient Transport Services, have become available. Please include them with your papers for the meeting.

- **Agenda Item 5. PATIENT TRANSPORT SERVICES** (Pages 3 - 10)

Presentation by Dr Steve Allen, Accountable Officer, and Matt Gilks, Head of Contracting and Procurement, Coventry and Rugby Clinical Commissioning Group, who have been invited to the meeting for the consideration of this item. Ham Patel, General Manager for Coventry and Warwickshire and Joanne Cavanagh, Clinical Support Manager, West Midlands Ambulance Service have also been invited to attend for this matter.

If you have any queries, please do not hesitate to contact me.

Yours sincerely

Su Symonds  
**Governance Services Officer**

**Membership:** Councillors M Ali, J Clifford, P Hetheron, D Howells, J Mutton, J O'Boyle, D Skinner, K Taylor and S Thomas (Chair)

**By invitation:** Councillors K Caan, A Gingell and J Mason

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# Patient Transport Service (PTS)

**Matt Gilks – Head of Contracting  
& Procurement**

**Steve Allen- Accountable Officer**



## Concerns Raised :

- ❖ The Coventry and Rugby CCG be recommended to look into the requirements of the existing contract for the commissioning of patient transport
- ❖ The CCG be recommended to consider the use of penalty clauses in the new contract for patient transport
- ❖ Representatives from the CCG be requested to attend a future meeting of the Disability Equality Advisory Panel when the Panel consider the issue of allowing personal fold down walkers or personal wheelchairs in the patient transport vehicles
- ❖ In light of the experiences of Healthwatch Coventry, the CCG be recommended to work closely with Healthwatch when commissioning the new contract for patient transport and in any other issue involving patient transport.

# Service Background:

- ❖ WMAS PTS Contract until 31<sup>st</sup> March 2015.
- ❖ Historical Contract & KPIs
- ❖ Demand for service outside of CCG control i.e. Renal Patient Allocation which makes up 36% of the PTS journeys across the 3 CCGs
- ❖ Outside factors effecting service delivery
- ❖ Regular monitoring & Monthly Contract Review Meeting.
- ❖ Monthly Operational Meeting with attendance from all the local Trusts

# Review of Service:

- ❖ Phased approach service review undertaken, with an initial focus on Renal PTS
- ❖ Action Plan agreed with WMAS
- ❖ 'Deep Dive' data analysis exercise undertaken which focused on:
  - Service levels at each unit
  - Review of Inward and Outward Journey Data
  - Review of each dialysis shift
  - Review of patient demography
- ❖ Lack of on-going engagement from Renal Service escalated.

## Findings & Interim Solution:

- ❖ Cohort of C&R patients regularly failing target identified
- ❖ Interim Taxi Service solution agreed on a 3 month trial basis, commencing 1<sup>st</sup> June 2014.
- ❖ Data Recording Issue identified for Outward Journey Target (60 Minutes)
- ❖ Renal Service now more engaged in the PTS Meetings

# Healthwatch:

- ❖ CRCCG continue to work more closely with Healthwatch regarding the Patient Transport Service, including:
  - Regular communication regarding current issues / interim taxi solution
  - Input into the Service Specification & KPIs for the new PTS service currently out to tender
  - A Patient Representative identified for the evaluation of the tender submissions required during August 14
- ❖ CRCCG are committed to continuing to work closely with Healthwatch regarding PTS



## Next Steps:

- ❖ Continued monitoring of the current contract, including the impact of the interim taxi arrangement
- ❖ On-going engagement with the renal service re patient site allocation
- ❖ Current PTS Tender in progress, with new contract to commence on 1<sup>st</sup> April 2015. Acute PTS Service and Renal PTS Service will be two separate contracts
- ❖ Contract Penalty Clauses
- ❖ CCG attendance at a Disability Equality Advisory Panel Meeting, as required re PTS

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