

Patient Transport Service (PTS)

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

Steve Allen- Accountable Officer



Working together to improve our local NHS

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 31st 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 1st 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 1st 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