

9 September 2014**Agenda Item: 4****REPORT OF THE CHAIRMAN OF JOINT CITY AND COUNTY HEALTH
SCRUTINY COMMITTEE****PATIENT TRANSPORT SERVICE****Purpose of the Report**

1. To allow Members the opportunity to consider the latest information regarding the Patient Transport Service.

Information and Advice

2. Members will recall that the Joint Health Committee previously received information regarding Patient Transport Service on 11 February 2014 from Neil Moore, Director of Procurement and Market Development Mansfield & Ashfield CCG and Newark & Sherwood CCG, as well as representatives from Arriva.
3. Arriva Transport Solutions Ltd has been the provider for NHS Non-Emergency Transport Service since the contract was awarded to them in July 2012. The committee was concerned about the level of performance by Arriva, which fell short of expectations. However, the committee received reassurances that Arriva is a patient focussed company committed to making improvements in service delivery.
4. Members heard that a service improvement plan had been developed which detailed the steps to be taken to improve performance. In addition, a stakeholder group had recently been formed. Stakeholder group meetings will provide a forum for feedback and discussion aimed at promoting performance improvement.
5. At the end of 2013, a post of Head of Service for the East Midlands was created. Soon after appointment the post holder put in place a new management system, a new telephony system and a review of rotas. The online service for booking appointments via the internet was also promoted.
6. Key Performance Indicators were laid out in the contract and in respect of KPI 1 performance had been achieved. The committee were assured that not meeting the KPIs did not necessarily translate into poor patient experience; for example, Arriva might be kept waiting for up to half an hour when collecting a patient and that would mean that the KPI has automatically not been reached. Arriva's priority is always to transport patients safely to hospital.

7. Mr Neil Moore and colleagues will attend the Joint Health Committee to brief Members on the latest Patient Transport performance by Arriva and answer questions. A written briefing outlining Patient Transport Service is attached as an appendix to this report.
8. Members will wish to schedule further consideration of Patient Transport Service performance and determine what further action it is necessary to take in relation to Patient Transport Service performance.

RECOMMENDATION

That the Joint City and County Health Scrutiny Committee:-

- 1) receive the briefing
- 2) schedule further consideration
- 3) determine any necessary further action

Councillor Parry Tsimbiridis
Chairman of Joint City and County Health Scrutiny Committee

For any enquiries about this report please contact: Martin Gately – 0115 9772826

Background Papers

Nil.

Electoral Division(s) and Member(s) Affected

All