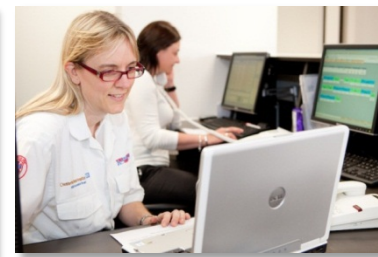


# Non-Emergency Patient Transport Service

Nottinghamshire  
Health Overview &  
Scrutiny  
Committee

March 2015



## **Arriva Transport Solutions**

Jonathan May	UK Managing Director
Paul Willetts	Director of Governance & Quality
Asiya Jelani	Head of Communications & Engagement

## **GEM**

Shaun Deasy	Contract Manager PTS
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## **Mansfield and Ashfield CCG**

Neil Moore	Director of Procurement and Market Development
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- The increase seen in key performance indicators in Q2 and Q3 of 2014 has not continued through winter
- Increased activity and pressures seen across the NHS through winter has partly contributed
- The service improvement plans have had some effect but have not had the full anticipated impact

Revised plans have been developed with commissioners focused on partnership working to achieve:

- Reduction in aborted journeys
- Reduction in ambulance crew waiting times at hospitals
- Improvement in discharge booking patterns
- Analysis of any trends in patient waiting areas
- Increase online bookings
- Reduction in incorrect mobility bookings

- Communications & engagement campaign to increase awareness
- Continued patient feedback survey programme
- Pilot of a patient feedback app to capture experience in 'real time'
- Regular renal unit meetings
- Attendance at bed management meetings
- Locality meetings with key stakeholders

## Introduction of Transport Working Groups to further embed ourselves into the health economy and encourage collective responsibility

ATSL Acute Trust Dashboard

Gloucester Royal

Measure	Target	w/c 7 Apr	w/c 14 Apr	w/c 21 Apr	w/c 28 Apr
Number of journeys incl. abortions		1384	1255	1294	1382
Actual activity against forecast	1281.9		98%	101%	108%
Number of on the day journeys	<10% of total journeys	9.8%	9.6%	9.4%	7.8%
Number of abortions	<5% of journeys	4.9%	4.1%	4.9%	4.6%
Number of cancellations	n/a	120	101	123	133
Bookings made	n/a	536	443	491	548
Number of online bookings	>60% of total bookings	22.6%	23.5%	20.8%	20.3%
Maximum wait from book ready to collection (pre-booked patients)	1 hour	88.84%	88.02%	84.76%	85.85%
Maximum wait from book ready to collection (same-day booked patients)	4 hours	90.62%	85.05%	84.68%	77.55%
Average call wait time	under 1 minute 30 seconds	00:00:50	00:00:13	00:00:17	00:00:12

- Welcome the detailed report from Heathwatch
- Will consider the recommendations carefully
- Slight improvements in renal performance through 2014 but still much more work to do
- Recognise the positive comments made regarding our ambulance crews and have focused in the last year on;
  - Supervision, appraisal and support for staff
  - Communications and engagement with staff
  - Sharing more quality information with staff
  - Reducing use of third party taxis
  - Increasing use of volunteers

# Discussion

March 2015

