

10 March 2015**Agenda Item: 6****REPORT OF THE CHAIRMAN OF JOINT CITY AND COUNTY HEALTH
SCRUTINY COMMITTEE****PATIENT TRANSPORT SERVICE PERFORMANCE UPDATE****Purpose of the Report**

1. To provide the latest information on Patient Transport Service performance.

Information and Advice

2. Members will recall that information on Patient Transport Service performance was last presented to the Joint Health Committee on 9 September 2014 when Mr Derek Laird, Arriva's Director of Operations (UK) gave a presentation to the committee detailing the Contract Performance Review Report. At that time, the contract was two years into a five year term and performance was at a level short of expectations. Mr Laird had only been in post for four months when he attended the committee.
3. The committee heard that a wide range of external factors impacted performance. These included: an increase in the average age of patients, patients not being ready at pick-up time having a knock on effect on other patients.
4. 'On time' arrival at hospital had been improved and had increased by 19%. In addition, wards were informed if a patient was going to be late.
5. The committee also heard that two new posts had been introduced in order to improve the service: dedicated discharge co-ordinator and renal co-ordinator.
6. The use of private hire taxis is not specific to Nottinghamshire. Arriva had a clear Service Level Agreement with the taxi companies used. The drivers were approved subject the required checks and receiving training. The patients required to use taxis were the most mobile. A Voluntary Car Service had been introduced to reduce the use of taxis and third party providers.
7. The most recent performance information for Patient Transport Services is attached as an appendix to this report.
8. Senior representatives from Arriva and the commissioners will again attend the committee to provide the briefing and answer questions as necessary.

RECOMMENDATION

That the Joint City and County Health Scrutiny Committee:

- 1) Receive the briefing and ask questions as necessary
- 2) Schedule further consideration.

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