

10 March 2015

Agenda Item: 5

REPORT OF THE CHAIRMAN OF JOINT CITY AND COUNTY HEALTH SCRUTINY COMMITTEE

HEALTHWATCH – RENAL PATIENT TRANSPORT REVIEW

Purpose of the Report

1. To introduce the presentation of information from Healthwatch's Renal Patient Transport Review.

Information and Advice

2. Healthwatch Nottinghamshire has undertaken an Insight Project into renal patients' experience of the patient transport service transporting people to and from the Nottingham City Hospital renal dialysis units
3. Healthwatch Nottinghamshire had received a number of negative comments about patients' experience of the Arriva Renal Transport Service. Issues that are reported to Healthwatch Nottinghamshire are discussed by the Prioritisation Panel, a group of volunteers who help the Healthwatch Nottinghamshire Board make decisions about where to focus their work. The Prioritisation Panel scored these comments as a high priority and asked the staff to undertake an Insight Project so that that Healthwatch could understand more about patients' experiences of this service and to identify if and how the service could be improved over the remaining term of the contract.
4. Healthwatch wanted to gain a deep understanding of patient's experiences and perceptions of how this experience impacts on their wider life, so the main focus of the project was on talking to patients face to face. Working with the renal dialysis unit staff, a week in November 2014 was identified when Healthwatch Nottinghamshire staff and volunteers could go into the units and talk to the patients whilst they were receiving their dialysis treatment.
5. During the week Healthwatch Nottinghamshire staff and volunteers spoke to 45 people who use the transport service, collecting over 12 hours of feedback.
6. In addition they:
 - Gathered diaries of journeys from 7 patients covering 50 journeys;
 - Collected 50 completed surveys from renal dialysis patients;
 - Collected surveys from 17 members of the renal unit staff for their experiences of the service.

7. Every effort was made to encourage all patients to participate, but as this was voluntary it is possible that some patients not engaged in the project had different opinions of the patient transport service.
8. The provider of the renal patient transport service, Arriva, and the commissioners will be invited to comment on the report before it is presented to the Joint Health Committee in March. The findings and recommendations of the report will be made public for the first time at this meeting of the Joint Health Committee.
9. Claire Grainger, Chief Executive of Healthwatch Nottinghamshire will attend the committee to present the information and ask questions as necessary.

RECOMMENDATION

That the Joint City and County Health Scrutiny Committee receive the briefing and ask questions as necessary.

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