



meeting	JOINT HEALTH SCRUTINY COMMITTEE	
date	15 September 2009	agenda item number

Report of the Vice Chair of the Joint Health Scrutiny Committee

Patient Transport Service – Response to Recommendations

Purpose of the report

1. To present the responses to the Joint Health Scrutiny Committee's review of patient transport services (PTS) in Nottingham and Nottinghamshire.

Background

2. A potential scrutiny review of the patient transport service in Nottingham and Nottinghamshire was identified by Members as part of the Joint Health Scrutiny Committee's work programme.
3. The Joint Committee agreed to undertake the review on 11 March 2008 and gathered evidence over a number of meetings.
4. The Joint Committee agreed its final report on 14 July 2009 and invited the Commissioning Trusts, East Midlands Ambulance Service (EMAS) and the LiNKs to provide responses to the Joint Committee meeting on 15 September.

Issues

5. Responses to the final report are attached at Appendix A. Recipients of recommendations were allowed the statutory one month to respond – but it should be recognised that this took place over the summer holidays. So far, responses have been received from EMAS and Doncaster & Bassetlaw NHS Foundation Trust. Responses are outstanding from: Nottingham University Hospitals, Sherwood Forest Hospitals Foundation Trusts and the LiNKs.

Recommendations

6. It is recommended that
 - i. The Joint Committee comment on and discuss the responses

- ii. Commissioning Trusts, EMAS and the LiNKs should report further progress to the Joint Committee in six months time.

Councillor Vincent Dobson
Vice Chair of the Joint Health Scrutiny Committee

Background papers: nil

Title of review	Patient Transport Services Review
Date review completed	July 2009
Vice Chair of the Select Committee	Councillor Vincent Dobson
Lead Scrutiny Officer	Martin Gately
Email	martin.gately@nottsc.gov.uk
Telephone	977 2826
Total number of pages	2

Guidance

The final report of the above review has been considered by Cabinet and responses are now required to the recommendations contained within the report. Follow this three step response to each recommendation which are set out on an individual page in this document.

PART ONE

Response from the Cabinet Member/Executive to recommendation, to be completed two months after publication of review

PART TWO

Response from the Department to progress on carrying out recommendation, to be completed xx months after Cabinet Member's response

PART THREE

Additional comments or further action required, to be completed by Chair/Lead Officer of select committee.

- Should you need further assistance in completing this response, please contact the Lead Scrutiny Officer above. Visit www.nottinghamshire.gov.uk/scrutiny for a copy of the review.



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Recommendation 1 (of 1)

EMAS develop a plan for improvement Which includes measures specifically for each of the major hospital contracts, noting the particular poor performance of the contract for NUH. The Chief Executive of the Trust should attend the Joint Committee to present this plan and in due course demonstrate the improvement that has been made.

PART ONE to be completed **two** months after publication of review

Response from the **Cabinet Member/Executive** to recommendation

Date due Date provided

I, accept partially accept do not accept the recommendation (please tick)

PART TWO to be completed xx months after Cabinet Member's response

Response from **EMAS** to progress on carrying out recommendation

Date due Date provided

In principle we accept this recommendation. However we would suggest that this, as originally recommended, is a joint plan for improvement with the acute hospitals and that the plan covers all major hospitals as the issues are generic.

PART THREE to be completed by Chair/Lead Officer of select committee

Additional comments or further action required

Appendix A

Directorate of Facilities & Commercial Development

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RT/JF/14939

2nd September 2009

Councillor Vincent Dobson
Vice-Chair of Joint Health Scrutiny Committee
Nottinghamshire County Council
County Hall
West Bridgeford
Nottingham
NG2 7QP

Dear Councillor Vincent Dobson

Ref: JOINT CITY AND COUNTY HEALTH SCRUTINY COMMITTEE REVIEW – PATIENT TRANSPORT FINAL REPORT

Thank you for sending the Trust copies of the final report relating to the review of patient transport services issued on 4th August 2009. I have been asked to respond to the recommendations set out in the review given that I represented the Doncaster & Bassetlaw Hospitals NHS Foundation Trust at the Joint Health Committee meetings on 11th November 2008 and on 10th March 2009. I trust that you find this acceptable.

I have pleasure in providing you with the following response to the recommendations made in the report Page 19.

Recommendation 1

'Commissioning Trusts should review the eligibility of carers and escorts to travel with patients as part of any future contracts, to ensure that those patients that receive additional support, receive it.'

The Trust agrees with the recommendation and confirms that this will be included as part of any future PTS contracts entered into.

Recommendation 2

'Performance for patients arriving early and late for appointments should be collected and reported separately in any future contracts'.

The Trust agrees with the recommendation and confirms that this will be included as part of any future PTS contracts entered into.

Recommendation 3

'EMAS develop a plan for improvement which includes measures specifically for each of the major hospital contracts, noting the particular poor performance of the contract for NUH. The Chief Executive of the Trust should attend the Joint Committee to present this plan and in due course demonstrate the improvement that has been made'.

This recommendation is primarily targeted at EMAS. The Trust would wish to be supportive to EMAS in anyway it can to plan for improvements to the PTS service, and look forward to receiving that element of their plan specifically tailored for the Doncaster & Bassetlaw Hospitals NHS Foundation Trust PTS contract.

Recommendation 4

'Commissioning Trusts demonstrate how they will ensure future delivery of the service meets the contracted standards and work with EMAS to develop a plan for improvement'.

Since the last Overview and Scrutiny Committee meeting I attended on 10th March 2009 a new haemodialysis service has been commissioned at Bassetlaw District General Hospital in Worksop which has provided the Trust and Bassetlaw PCT an opportunity to pilot an alternative PTS service model for haemodialysis patients attending the Bassetlaw Haemodialysis Unit which opened in June 2009. Given the very well made comments about current EMAS service provision to this particular cohort of patients at the last Overview and Scrutiny Committee meeting on 11th March 2009, we undertook to pilot a completely separate type of service from the PTS services provided by EMAS, given the very precise nature of the service required (whereby haemodialysis patients undertake regular dialysis at pre-determined times, three times per week). The Trust has subsequently entered into a time limited pilot agreement with a private service operator in order to demonstrate that a separate service can be provided for this particular client group. Specifically the key performance indicators (KPIs) have been constructed to provide a first class service to the client and financial penalties have been incorporated into the contract should the KPIs not be met. The Trust believes that the KPIs are as least as onerous as those being discussed nationally and locally within the East Midlands Renal Network, or are an improvement on these. The KPIs being monitored monthly are:-

- 85% of patients to be picked up within 10 minutes of the agreed time.
- 90% of patients to arrive at the Renal Dialysis Unit within 15 minutes prior to their appointment time and none thereafter

- **95% of patients to wait no longer than 30 minutes after completion of treatment for collection**
- **90% of patients to spend no longer than 45 minutes on a vehicle on either the inward or outward journey**

Feedback from patients has been particularly positive for this, although the new service has only been operating for approximately 10 weeks. I do hope however that the Overview and Scrutiny Committee will accept the above initiative as our initial contribution to drive quality improvements into the patient experience.

Recommendation 5

'The Local Involvement Networks be invited to undertake work to measure the possible impacts of patients arriving late for appointments, and waiting to be collected to be returned home after an appointment'.

The Trust would welcome the involvement of the Local Involvement Network in this area and look forward to contact in due course as part of the networks planned programme of work.

I trust that the above response covers the main points raised in the Overview and Scrutiny Committee's review of PTS services, final report and look forward to meeting on 15th September 2009.

Yours sincerely

Roy Tyson
Director of Facilities & Commercial Development

cc C Scholey, Chairman, Doncaster & Bassetlaw Hospitals NHS Foundation Trust
N Clifton, Chief Executive, Doncaster & Bassetlaw Hospitals NHS Foundation Trust
M Rhodes, Commercial General Manager, DBHNHSFT
M Garrad, Nottinghamshire County Council