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25th August 2009

Nottingham County Council
Fao Councillor V Dobson
Vice Chair of Joint Health Scrutiny Committee
County Hall
West Bridgford
Nottingham
NG2 7QP

Dear Councillor Dobson

Joint City and County Health Scrutiny Committee Review – Patient Transport Final report.

Thank you for your letter and enclosed final report from the Joint City and County Health Scrutiny Committees review of patient transport.

As you are aware from recent articles in the press and information received from the report that Patient Transport is currently out for tender through the East Midlands Re Source hub on behalf of the Primary Care Trust who are the Commissioners for the new service.

We concur that it is very important that this new contract effectively delivers a service that is fit for purpose but also one that can ensure continue improvements are achievable. We are therefore actively working with the Hub and Commissioners to ensure that our users and our own expectations are considered. Thus, ensuring that the patient experience is a positive one and the impact to our services are minimised.

However, we realise that this is in the future and we must continue to work with EMAS to ensure that the service that is currently being delivered is the best that can be achieved to meet the needs of our patients yet maintaining the flexibility needed to ensure we can continue to deliver our new ways of working.

Once again thank you for the report and the recommendations which we will build into our existing action plan to ensure the required service improvement is achieved.





Nottinghamshire
County Council

Overview and Scrutiny Response to

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	4

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

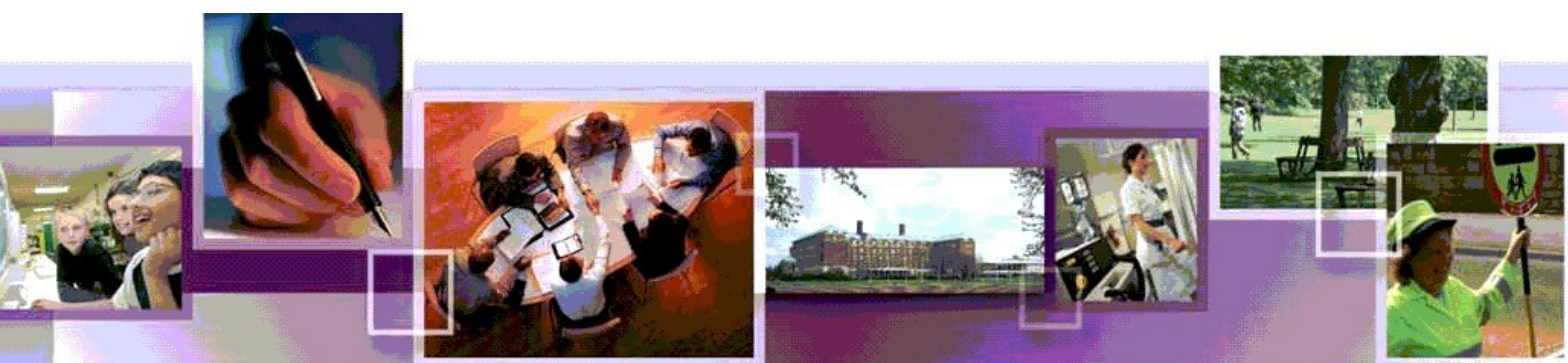
PART TWO

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.



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 **4**

Recommendation 1 (of 3)

Commissioning Trusts should review the eligibility of carers and escorts to travel with patients as part of any future contract, to ensure that those patients that need additional support received it

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 the Trust to progress on carrying out recommendation

Date due Date provided

Work has commenced for the re tendering of the patient transport service for the East Midlands, through the ReSource Hub. The recommendations of this report have been highlighted within the work stream of the Commissioners (PCT), Re Source, Trusts and other stakeholders.

In the interim the Trust is reviewing its patient transport policy to ensure that it meets current best practice within the patient transport environment.

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

Additional comments or further action required

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Recommendation 2 (of 3)

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

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 the **Trust** to progress on carrying out recommendation

Date due Date provided

This recommendation is being reviewed by the Tendering work stream. The Trust is however for the remainder of the contract working with ReSource and EMAS to review data collection and how this information is reported. Comparative data is also being requested to be reviewed from all East Midlands Trusts who procure Patient Transport services through Re Source, thus allowing the Trust to gain a full picture of its baseline and action accordingly.

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

Additional comments or further action required

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Recommendation 3 (of 3)

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.

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 the Trust to progress on carrying out recommendation

Date due Date provided

PCT commissioners and Re Source are aware of these recommendations for the future contract standards required.

The Trust is working with EMAS to develop and measure improvements against the EMAS action plan.

The Trust is working with its own action plan for improving the standards of Patient Transport and minimising its impacts on all stakeholders.

Steps will be taken to ensure improvements are robust and constant therefore, two specific targets have been agreed for both parties (EMAS and NUH) to achieve by October 2009. In October two more targets will be highlighted for improvement.

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

Additional comments or further action required

OSC Patient Transport Services Action Plan 2009

Specific area of Action	Objective	How	Frequency/Input	Start Date	End Date	Complete
1.0 Review the eligibility of carers and escorts to travel with patients as part of any future contract, to ensure that those patients that need additional support receive it.	Highlight future commissioners of the need to review this recommendation.	PCT received copy of OSC report from OSC.	OSC			Complete
1.1		Discussion with Vicki Bailey PCT lead to highlight OSC report.	JT/VB	Upon receipt of report		Complete
1.2		Discussion with Kevin Chidlow from Re Source on the contents of the OSC report and its recommendations.	JT/KC	Upon receipt of report		Complete
1.3		Tender workshop to be highlighted to the contents and recommendations of the report for tender specifications.	VB/KC/JT/PE	August 08	On going until specification developed.	
1.4	Review current Trust Patient Transport Policy to ensure that it meets current best practice.	Research practice within other Trusts. Review Audit recommendations. Review Department of Health guidelines for any updates.	PE/OSC report/Tender work stream/fellow Trusts/Customer Satisfaction results/EMAS.	Started	End October 2009.	

OSC Patient Transport Services Action Plan 2009

Specific area of Action	Objective	How	Frequency/Input	Start Date	End Date	Complete
2.0 Performance for patients arriving early and late for appointments should be collected and reported separately in any future contracts.	Highlight future commissioners of the need to review this recommendation.	PCT received copy of OSC report from OSC.	OSC			Complete
2.1		Discussion with Vicki Bailey PCT lead to highlight OSC report.	JT/VB	Upon Receipt of report	After Receipt of report	Complete
2.2		Discussion with Kevin Chidlow from Re Source on the contents of the OSC report and its recommendations.	JT/KC	Upon receipt of report	Upon receipt of report.	Complete
2.3		Tender workshop to be highlighted to the contents and recommendations of the report for tender specifications.	VB/KC/JT/PE	August 08	On going until specification developed.	
2.4	Review current data reporting to replicate future recommendations.	Re Source working with EMAS to develop new reporting formats.	EMAS/ Re Source	June	Ongoing until end of contract	
2.5		Reporting of data being submitted at monthly meetings in original and varied formats until suitable format agreed.	EMAS/NUH/Re Source	July	Ongoing until end of contract	
2.6	Ensure that NUH and EMAS concentrate energy in areas that need improving first.	Request via ReSource to seek approval from other Trusts to review data from them for comparison and baselining.	ReSource/EMAS/N HS Trusts.	July		

OSC Patient Transport Services Action Plan 2009

Specific area of Action	Objective	How	Frequency/Input	Start Date	End Date	Complete
3.0 Trust to demonstrate how they will ensure future delivery of the service meets the contract standards and work with EMAS to develop a plan for improvement.	Highlight future commissioners of the need to review this recommendation.	PCT received copy of OSC report from OSC.	OSC			Complete
3.1	Work with EMAS to develop EMAS action plan	Plan to be approved at August contract meeting.	EMAS/Re Source/NUH	June	August	On going review of plan until end of contract or complete.
3.2	Trust to include OSC recommendations into NUHs PTS action plan.	JT/JS to develop seek approval and include.	JT/JS	August	28 th August 2009	Complete
3.3	Agree with EMAS specific targets to achieve and time scales to improve KPIS.	KPIs to be reviewed with Re Source/EMAS/NUH, review against other Trusts data and agree two areas for immediate improvement. NUH – Aborts reduce to 8% EMAS – 80% target for collection within 60 minutes (out)	ALL	July	July meeting	October 2009.