

NORTH LINCOLNSHIRE COUNCIL

Health Scrutiny Panel

Patient Transport Services update report

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 This report provides the Panel with an update on the commissioned Patient Transport Service. The patient transport service provides planned transport to hospital appointments and treatments and supports discharge following a hospital admission for those people who meet the criteria set out in national guidance.
- 1.2 The Panel has previously had concern regarding the quality of service provision in the Patient Transport Service as a result of a number of complaints raised directly to Councillors regarding the service.
- 1.3 The CCG undertook a re-procurement of the service which concluded in March 2020. The CCG was not able to award a contract on the basis of the tenders submitted and therefore made a direct award of contract to Yorkshire Ambulance Service.
- 1.4 With a new provider now in place, performance has improved and the CCG has not received any complaints regarding the service since the transition to the new provider.
- 1.5 It should be noted that during the initial wave of the Covid 19 pandemic, Patient Transport Services were nationally directed to focus resource to support discharge. Patient Transport Services have now resumed normal commissioned activity, however the service will be required to adhere to any future national guidance in response to the Covid 19 pandemic.
- 1.6 In response to the increase in emergency care demand during January 2022, Yorkshire Ambulance Service reduced its Patient Transport Service for 12 days, during which time, it only provide essential journeys. During this period, the service worked with the CCG and partners to put in place alternative provision.

2. BACKGROUND INFORMATION

2.1 The performance of local Patient Transport Services (PTS) had been of concern to the Health Scrutiny Panel for some time prior to the Covid 19 pandemic. The CCG has provided a number of reports to the Panel describing the actions taken to address service provision and performance issues. This report provides a further update since the last report and Panel attendance in September 2019.

At the point of last attendance at the Overview and Scrutiny Committee, the provider of Patient Transport Services was Savoy Ventures Limited. This service provider commenced contract in March 2019.

Savoy Ventures served notice on its contract in October 2019, ceasing delivery in March 2020. As a result of this notice to terminate, the CCG commenced a procurement for a new service provider, however following evaluation of tenders submitted was unable to award a contract.

Having completed a procurement but being unable to secure an adequate provider, the CCG directly awarded a contract to Yorkshire Ambulance Service to ensure there was continuity of this essential service.

Yorkshire Ambulance Service commenced delivery in March 2020. This mobilisation included the transfer of staff from Savoy Ventures to Yorkshire Ambulance Service. The mobilisation process was incident free and there was no gap in service provision.

Since mobilisation of this service in March 2020, Patient Transport Services have been required to work to NHS guidance published in late March 2020 to support the needs of the Covid pandemic, in particular relating to support of hospital discharges, whilst outpatient activity was stepped down. Further guidance published in early October set an expectation that PTS providers return to pre-Covid working arrangements, subject to the issue of any further guidance.

In January 2022, due to the impact of Covid 19 on staffing, Yorkshire Ambulance Service prioritised its emergency provision and stepped down PTS provision for the period 12th – 24th January. During this time, the service worked with the CCG and Northern Lincolnshire and Goole NHS Foundation Trust to prioritise those patients needing essential treatment and utilised alternative PTS provision for other patients. The CCG were able to arrange alternative transport for these patients for the duration of this period.

Yorkshire Ambulance Service reports its performance to the CCG on a monthly basis against an agreed set of performance indicators;

- KPI 1 - 80% of patients to be picked up no more than 120 minutes before appointment

- KPI 2 - 75% of pre planned patients to arrive between 120 minutes before, up to 15 minutes after appointment time
- KPI 3 - 80% of pre-planned outward patients to be picked up within 90 minutes after declared ready time
- KPI 4 - 90% of Short Notice/On Day outward patients to be picked up within 120 mins of being declared ready

In the last year (to end Jan 22) the service has undertaken 37,175 journeys to support patients to attend hospital out-patients appointments, treatments and discharge from hospital. The service has consistently met most key performance indicators. The only performance indicator not consistently met is collection of patients being discharged within 120 minutes of notification that the patient is ready. The target for this is 90% collected within 120 minutes of notification the patient is ready. Performance over the past 12 months has varied from 82.7 – 91.0%. Average performance is 88%.

Key performance indicators were set at commencement of contract and will be impacted by the additional infection control measures required during Covid which reduces the number of patients carried in a vehicle at any one time and increases cleaning requirements.

In the 12 months to end Jan 22, the service received 8 complaints from 37,175 journeys. The CCG has not received any complaints regarding this service during this period.

3. OPTIONS FOR CONSIDERATION

3.1 The CCG does not present any options to the Panel.

4. ANALYSIS OF OPTIONS

4.1 Performance of the current contract is very good. The CCG does not have any current plans to change the commissioned service.

5. FINANCIAL AND OTHER RESOURCE IMPLICATIONS (e.g. LEGAL, HR, PROPERTY, IT, COMMUNICATIONS etc.)

5.1 There are no finance or resource implications relating to this report

6. OTHER RELEVANT IMPLICATIONS (e.g. CRIME AND DISORDER, EQUALITIES, COUNCIL PLAN, ENVIRONMENTAL, RISK etc.)

6.1 There are no implications for the attention of the Panel

7. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)

7.1 Not applicable

8. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED

8.1 Not applicable

9. RECOMMENDATIONS

9.1 The Panel is recommended to accept this report as an update on the provision of Patient Transport Services

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Background Papers used in the preparation of this report – none