

15 September 2015

Agenda Item: X

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 10 March 2015 when Neil Moore, Director of Procurement and Market Development, Mansfield & Ashfield CCG and Jonathan May, UK Managing Director, Arriva, gave a presentation on Non-Emergency Patient Transport Service. The presentation showed that as of January 2015 the Key Performance Indicators (KPI's) were still not being met and some parts of the plan had not been as effective as they should have been.

Following the briefing the additional information was provided in response to questions:-

- Communication was made with wards if a pre-arranged time slot was not going to be met. Wards were being asked to give prior notice of patients being discharged as part of the discharge pathway.
- All staff had been issued with a Personal Digital Assistant (PDA) to assist with the eight and a half thousand journeys planned every day in Nottingham and Nottinghamshire. Pressure was put on the system with 'same day' bookings.
- There was assurance that patients being returned to Care Homes were not being left until later in the day for convenience reasons.
- There were more wheelchair users than had originally been planned for.
- There would be investment in more vehicles, staff training and an 'on line booking system'.
- The committee, whilst acknowledging that the patient experience was important, were not happy that the KPIs were still not being met.

3. The most recent performance information for Patient Transport Services is attached as an appendix to this report.
4. Senior representatives from Arriva and the commissioners will again attend the committee to provide the briefing and answer questions as necessary.
5. [Members may wish to consider what recommendations they might wish to make regarding the non-compliance with KPIs.]

RECOMMENDATION

That the Joint City and County Health Scrutiny Committee:

- 1) Receive the briefing and ask questions as necessary
- 2) Schedule further consideration
- 3) [Consider recommendation regarding non-compliance with KPIs].

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