

15 March 2016

Agenda Item: X

**REPORT OF THE VICE 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 on 15 September 2015 Neil Moore, Director of Procurement and Market Development, Mansfield and Ashfield Clinical Commissioning Group and lead for Nottinghamshire Non-Emergency Patient Transport Services attended the Joint Health Scrutiny Committee with Asiya Jelani, Head of Communications and Engagement at Arriva. At that time the four year contract had entered its third year. The committee heard that Arriva had completed 1.3 million patient journeys across the United Kingdom in 2014, and had also invested in a much stronger management team, as well as new technology.
3. The committee also heard from Paul Willetts, the Director of Governance and Quality at Arriva who reported that:
  - 79% satisfaction had been achieved on the whole patient experience on inward journeys
  - 75% satisfaction had been achieved on the whole patient experience on outward journeys
  - Internal improvements had taken place, including the establishment of a Transport Working Group
  - There had been a change in patient demand with an increase in 100 per day in higher acuity patients
  - Improvement plans have been developed, but due to the acuity of patients, Key Performance Indicators (KPIs) had plateaued.
  - The numbers of fully mobile patients had decreased
  - External partnership working had taken place with the wider health economy
  - Commissioners are considering the change in demand for services
4. The committee raised the following points with the commissioners and Arriva; and received the following information:
  - Members were concerned regarding the robustness of Arriva's Business Plans

- The performance of renal transport patients remained a concern for Members, but the committee also noted that a separate improvement plan for renal patients is being developed in association with Healthwatch Nottinghamshire (as previously reported to the Joint Health Committee on 14 July 2015).
  - A renal co-ordinator is now in place at the City Hospital and Healthwatch undertook to make a further visit to the hospital in November 2015 (additional details to follow).
  - Arriva staff are fully contracted to Arriva, but agency staff are used on occasions and Arriva does contract out to other transport providers
  - Arriva now has a Systems Resilience Group in place.
  - Road conditions during the winter impact on Arriva's ability to transport patients
  - Arriva meet with NHS acute providers in order to achieve greater capacity and provide a better service
  - Operations in Bassetlaw are working well with a good working group in place, but it was acknowledged that Bassetlaw is a smaller environment
  - Texting to advise patients of their transport arrangements is problematic
5. Last year, some Members of the Joint Health Committee took up the opportunity to visit the Arriva Control Centre. Members who did this may wish to feed back on the experience to the wider committee.
  6. Senior representatives from Arriva and the commissioners will again attend the committee to provide the briefing and answer questions as necessary.
  7. A written briefing on NHS Non-Emergency Patient Transport Services (NEPTs) performance up to December 2015 is attached as an appendix to this report.
  8. Since there has only been a slight improvement in performance, and the required standards for Key Performance Indicators are still not being met, Members may wish to consider what evidence-based recommendations they wish to make regarding the non-compliance with KPIs, with a view to producing definite outcomes for patients.

## **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 recommendations 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