

**11 February 2014**

**Agenda Item:**

**REPORT OF THE VICE-CHAIRMAN OF JOINT CITY AND COUNTY HEALTH  
SCRUTINY COMMITTEE**

**PATIENT TRANSPORT SERVICE**

**Purpose of the Report**

1. To allow Members the opportunity to consider the performance of Nottinghamshire Patient Transport Service.

**Information and Advice**

2. On 13 March 2012, representatives of NHS Nottinghamshire County and Ambuline (sub-contractor of Arriva) attended the Joint Health Committee to provide a briefing on the competitive tender process that had been carried out prior to awarding the contract for patient transport service to Arriva. At that time, the contract was still in a transition phase with ongoing work still taking place between the existing provider (East Midlands Ambulance Service), the new provider and hospitals in order to ensure the smooth transition of service from 1 July 2012.
3. Neil Moore, Director of Procurement and Market Development, NHS Mansfield and Ashfield NHS Clinical Commissioning Group (and representatives of Arriva and Ambuline) attended the Joint Health Committee resolved in January 2013 to report back on progress of transition arrangements, incorporating performance against the key performance indicators within the contract. The Joint Committee heard that performance was monitored monthly and that there were penalties for not achieving the targets set. These included: waiting time on vehicle, arrival within 60 minutes of appointment time and specific targets for renal patients i.e. to arrive within 30 minutes of appointment time. At that time, 90% of patients not arriving within the thirty minutes window. Members raised concerns that the renal patient targets were not being met and felt that there should be an assessment of this issue. Members were assured that actions plans were in place to improve performance, and that improvements would be seen in the coming months.
4. Members received a further update on 9 July 2013, when they received detailed performance information and heard that although performance had improved over the last year, performance issues still remained. Plans were being put in place to address these areas of under-performance and the commissioner was aware of and satisfied with these. Arriva faced numerous challenges when taking over the contract, and these included a lack of reliable data and performance information from the East Midlands Ambulance Service.

5. The Joint Committee also heard that the Patient Transport Service is not allowed to use bus lanes, but being able to do so would help to increase journey time predictability, and therefore help to improve the service and patient experience. Nottingham City and Nottinghamshire County highways officers have been invited to attend this meeting to brief on the issue of Patient Transport Services being permitted to use bus lanes. Briefing on the bus lanes issue is attached as Appendix 1 to this report.
6. Neil Moore, Director of Procurement and Market Development, NHS Mansfield and Ashfield Clinical Commissioning Group will attend Joint Health Committee accompanied by Arriva and Ambuline colleagues to brief on the latest Patient Transport Service performance information. A written briefing from Mr Moore is attached as Appendix 2 to this report.

## **RECOMMENDATION**

That the Joint City and County Health Scrutiny Committee:-

- 1) receive the briefing and ask questions as necessary
- 2) determine when further performance information is required

**Councillor Parry Tsimbirdis**  
**Vice-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