

Item 9: Patient Transport Service

By: Lizzy Adam, Scrutiny Research Officer

To: Health Overview and Scrutiny Committee, 27 April 2018

Subject: Patient Transport Service

Summary: This report invites the Health Overview and Scrutiny Committee to consider the information provided by West Kent CCG.

It provides additional background information which may prove useful to Members.

1. Introduction

(a) On 20 September 2017 the Committee considered an update on the contract performance relating to Non-Emergency Patient Transport Service as provided by G4S on behalf on West Kent CCG as lead commissioner. The Committee agreed the following recommendation:

▪ *RESOLVED that:*

(a) *the report on Patient Transport Services be noted;*

(b) *NHS West Kent CCG be requested to provide an update in six months with:*

(i) qualitative and quantitative data including the details about patient experience and areas of underperformance;

(ii) feedback from the action plan regarding complaints.

(b) The Committee was due to consider this item on 2 March 2018; the meeting was cancelled due to the adverse weather conditions.

(c) West Kent CCG have prepared the attached reports to be presented to the Committee.

Original Paper - CCG (2 March)
Update Paper - CCG (27 April)
Key Performance Indicators – G4S

pages 51 - 58
pages 59 - 64
pages 65 - 66

2. Recommendation

RECOMMENDED that the reports be noted and NHS West Kent CCG be requested to provide an update at the appropriate time.

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Background Documents

Kent County Council (2017) '*Health Overview and Scrutiny Committee (20/09/17)*', <https://democracy.kent.gov.uk/mgAi.aspx?ID=45835>

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