



Lot 1 & 3

Reference and Journey type	Required standard	Performance reporting threshold	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	
1a - Journey booked in advance - outpatient arrival.	Patients to arrive on time and no more than 75 minutes prior to their appointment time OR no more than 60 minutes if it is the first appointment of the day for that clinic.	95%	78.0%	77.0%	74.0%	71.0%	76.0%	77.0%	
1g - Outpatient return journey - all bookings.	Return journey patients to be collected within 60 minutes of the identified booked-ready time	85%	77.0%	80.0%	77.0%	78.0%	76.0%	78.0%	
2a - Journey booked in advance - discharge.	Patients to be transported within 60 minutes of the identified booked-ready time	95%	33.00%	36%	36%	47.0%	45.0%	41.00%	Performance was affected due to the severe weather within Kent and Medway. The primary focus during the adverse weather was Renal patients, this affected pre booked and on the day discharges
2b - Journey booked on the day - discharges.	Patients to be transported within 120 minutes of the identified booked-ready time	90%	65.00%	65.00%	65.0%	64.0%	70.0%	69.0%	Performance was affected due to the severe weather within Kent and Medway. The primary focus during the adverse weather was Renal patients, this affected pre booked and on the day discharges
3a - Journey booked in advance - transfer of care.	Patients to be transported within 60 minutes of the identified booked ready time	90%	41.00%	43.00%	30.00%	52.0%	57.0%	54.0%	Performance was affected due to the severe weather within Kent and Medway. The primary focus during the adverse weather was Renal patients, this affected pre booked and on the day discharges
4 - Aborted/ cancelled journeys.	Journeys aborted/cancelled as a result of the PTS provider	0%	0.00%	1.00%	1.00%	1.00%	0.00%	1.00%	
5a - Travel time (up to 10 miles)	Patients travelling up to 10 miles to / from their destination should not spend longer than 60 minutes on either an inward or outward journey	90%	81.00%	81.0%	79.0%	82.0%	83.0%	89.00%	
5b - Travel time (more than 10 miles and less than 35 miles)	Patients travelling between 10 to 35 miles to / from their destination should not spend longer than 90 minutes on either an inward or outward	90%	71.00%	74.0%	73.0%	76.0%	76.0%	83.00%	
5c - Travel time	Patients travelling from 35 to 50 miles to / from their destination should not spend longer than 120 minutes on either an inward or outward journey	90%	59.00%	55.0%	48.0%	55.0%	59.0%	62.00%	

Renal Transport

Reference and Journey type	Required standard	Performance reporting threshold	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
1a - Arrival time	Patients to arrive on time and no more than 15 minutes prior to or later than their scheduled appointment	95%	84.2%	87.0%	85.6%	85.0%	82.6%	79.75%
1b - Return Journey	Return journey patients to be collected within 30 minutes of the identified booked-ready time.	95%	83.9%	81.7%	77.0%	75.8%	78.9%	76.79%
1c - On the day bookings and transfers	Patients to be collected within 15 minutes of booked-ready time (requires two hours' notice of booked-ready time)	95%	76.2%	27.0%	66.0%	69.0%	86.7%	68.57%
4 - Aborted/ cancelled journeys.	Journeys aborted/cancelled as a result of the PTS provider	0%	0.0%	0.0%	0.0%	0.0%	0%	0.05%