



West Kent

Clinical Commissioning Group

G4S Non Emergency Patient Transport – Kent and Medway

Kent HOSC – 27/04/2018

Ian Ayres – Accountable Officer – NHS West Kent CCG

What have been the challenges?

Change in patient activity

Reduction in demand for cars of c. 14%
Increase in escort demands by c. 9%

Increase in ambulances by c. 4%
Increase in length of patient journey mileage

Urgent Care pressures in healthcare services

Increased bed pressures

Rising demand for on the day bookings/discharges

Extreme weather conditions

Late cancellations of appointments
Staffing challenges (Hospitals and PTS)

Road conditions = increased journey time and amended routes
Increased patient concern=increased call volumes in call centre

What have we done?

- Developed remedial action plans to address complaints CCG/G4S
- Development of remedial action plan to address the level staffing at acute sites CCG/G4S
- Employed a dedicated relationship manager to work with providers on challenges and issues G4S
- Worked with local acute providers to address working relationships and communication G4S
- Shared effective discharge processes active in East Kent across other local providers G4S
- Funding third party transport costs during the activity and cost deep dive/"True up" CCG

What has improved?

- Reviewed complaints process and improvement transparency for patients and providers on the process.
- Significant improvement in mandatory training
- Positive CQC report and evidenced progress around associated action plan
- Engagement with local acute providers has increased through the G4S relationship manager
- More active G4S participation in provider internal meetings and boards.
- Maintenance of performance through the use of Third Party transport following the Kings and Guys mobilisation
- Improved Quality reporting from G4S

What next?

- Further monitoring of complaints remedial action plan **CCG/G4S**
- Call centre relocation to support a more resilient and responsive call answering service **G4S**
- Joint working with providers on better management of patient flow – **G4S/Local providers**
- Patient forum engagement meetings – **G4S**
- Scoping of anticipated activity changes and early horizon scanning for PTS transport changes **G4S**
- Greater focus on reducing long waits **G4S/CCG**
- Outcome of “True up” to be agreed **CCG**

QUESTIONS