

Health Overview and Scrutiny Committee written briefing
Kent and Medway Non-Emergency Patient Transport Service
Key Performance Indicators (KPIs)
June 2018

1. Introduction

KPI performance thresholds will be contractually managed at a Kent and Medway level however, commissioners and G4S will also monitor at a CCG/depot level and ensure remedial action is taken for poor performing areas.

This means they can more efficiently manage the contract and ensure vehicles and staff are used across all contracts better resulting in faster response times.

2. Service Delivery targets

Performance against the below service delivery targets will begin in July for Outpatients and September for inpatient transfers and discharges. Prior to this performance will be monitored against the agreed improvement trajectories from the current performance levels.

Outpatient Journeys – Inward

- Pre-booked OP - Patients to arrive on time and no more than 75 minutes prior to their appointment time
- On the day booked OP – As above but with a minimum of 2 hours' notice
- Time-bound patients¹ - All patients to arrive no later than 15 minutes before appointment.

¹ Time bound journeys are restricted to the following:

- Haematology-oncology patients that are receiving IV chemotherapy
- The transport of children
- The discharge of a patient home where a time bound care package is required
- The transport of patients requiring admission to an inpatient mental health unit
- Two-way inter hospital transfers for example a patient being transported from one site to another site for a diagnostic scan and then returned to the original site.
- Patients receiving treatment on the Medway and Swale DVT pathway

Penalty Structure for inward outpatients

Breach level	Penalty
After appointment and up to 30 minutes late	10% fine of journey fee
30 minutes – 60 minutes late	20% fine of journey fee
60 minutes – 90 minutes late	50% fine of journey fee
90 minutes late +	100% fine of journey fee (classed as aborted journey)

Outpatient Journeys – Outward

- Pre-booked - All patients to be collected within 75 minutes of the booked or made ready time
- Booked on the day – As above but with a minimum of 2 hours' notice
- No more than 1 per cent of patients waiting over 4 hours (for on the day 2 hour notice period applies).

Penalty Structure for homebound outpatients

Breach level	Penalty
75 minutes and 120 minutes late	5% fine of journey fee
120 and 180 minutes late.	10% fine of journey fee
Over 180 minutes late	50% fine of journey fee

Renal dialysis journeys

- Patients must arrive no earlier than and no later than 15 minutes of their scheduled appointment
- Patients to be collected within 30 minutes of their appointment booked ready time.

Penalty Structure for Renal

Breach level	Penalty
Patients arriving after their appointment time but less than 30 minutes late	10% fine of journey fee
Between 30 and 60 minutes late	20% fine of journey fee
Over 60 minutes late	50% fine of journey fee
Over 90 minutes late	100% fine of journey fee (classed as aborted journey)

Discharges & transfers

- Pre-booked - All patients to be collected within 75 minutes of booked time
- On the day - All patients to be collected within 120 minutes of booked ready time
- Exception reporting for all patients waiting over 4 hours
- Time-bound discharges – Patients to arrive within 15 minutes of required arrival time (on the day requires 4 hour notice)
- Transfer of care outside of Kent and Medway – Patients to arrive on time for their appointment (Min 4 hours' notice)
- Out of area transfer for a child or MH unit IP admission to be transported within 60 minutes of booked ready time.

Penalty Structure for transfers and discharges

Type of journey	Breach level	Penalty
Discharge and transfer of care	Pick up between 121 minutes and 150 minutes	5% fine of journey fee
Discharge	Between 151 and 180 minutes late	10% fine of journey fee
Discharge	Over 180 minutes	50% fine of journey fee
Timebound discharge	Journeys outside of the threshold	20% fine of journey fee
Transfer of care (MH inpatient admission or child)	Journeys outside of the threshold	20% fine of journey fee