

Patient Transport Services Contract

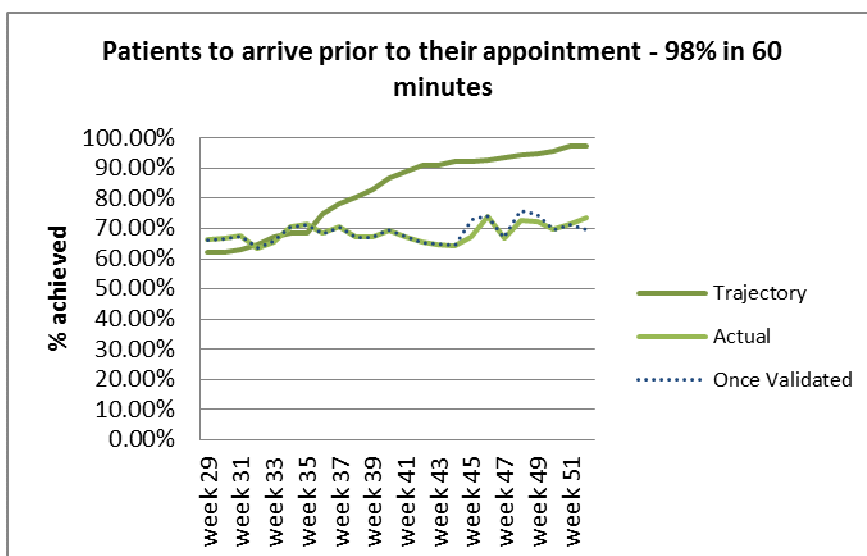
Update to Kent HOSC - 18 July 2014

This short report updates HOSC on performance of the PTS contract since the 8 April meeting.

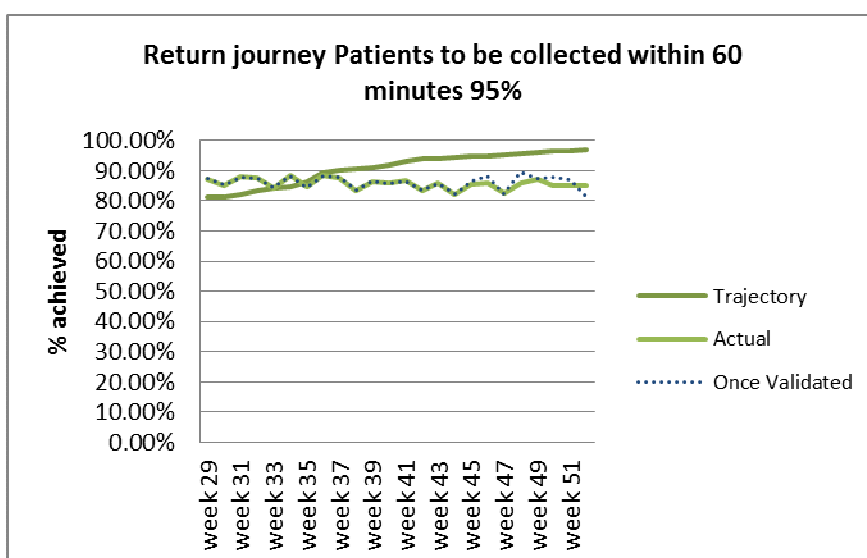
The CCG continues to discuss performance with NSL (the PTS service provider) on a weekly basis.

Attention remains focused on the six key indicators:

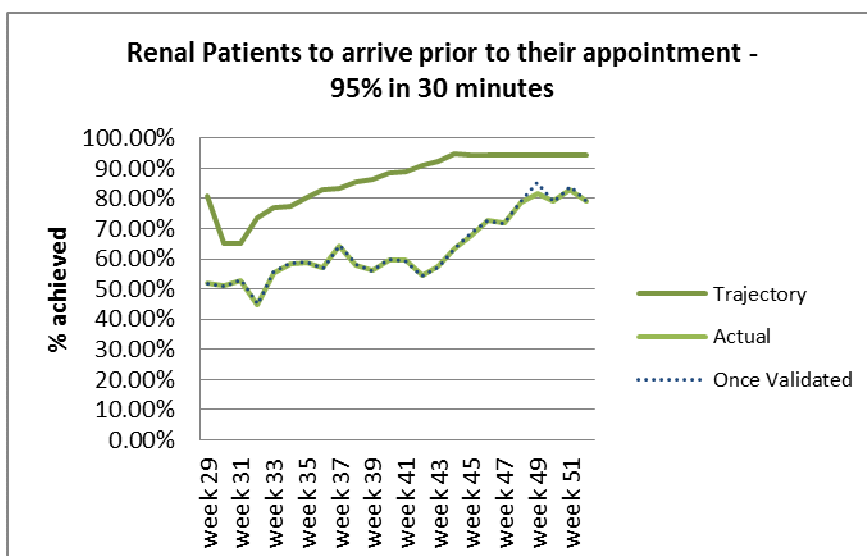
- Timeliness of taking patients into an outpatient appointment,



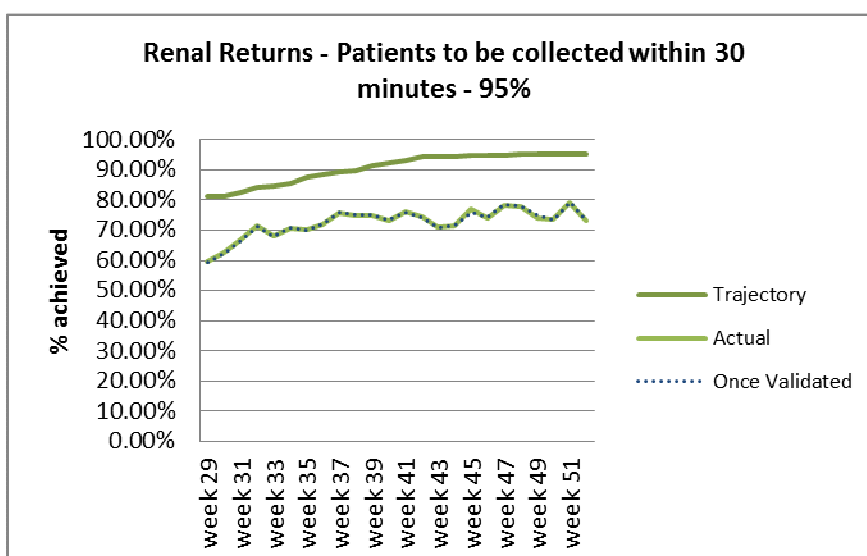
- Timeliness of collecting patients from an outpatient appointment



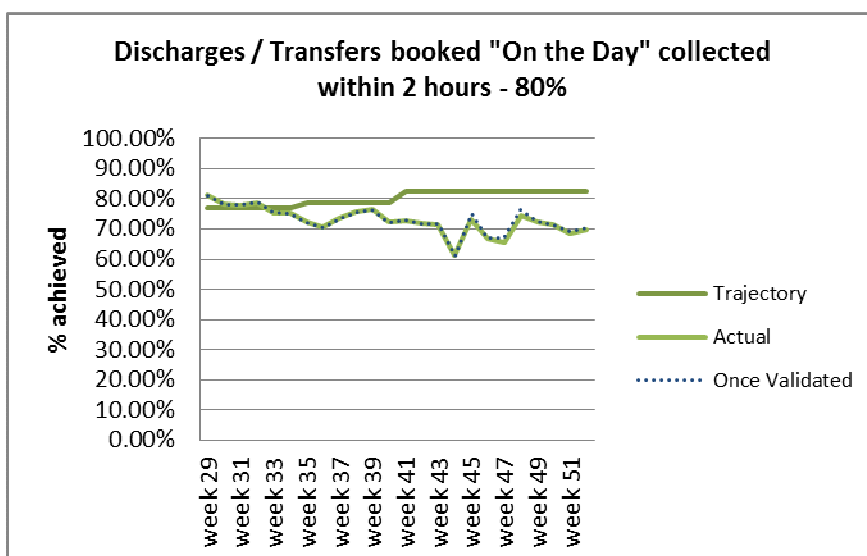
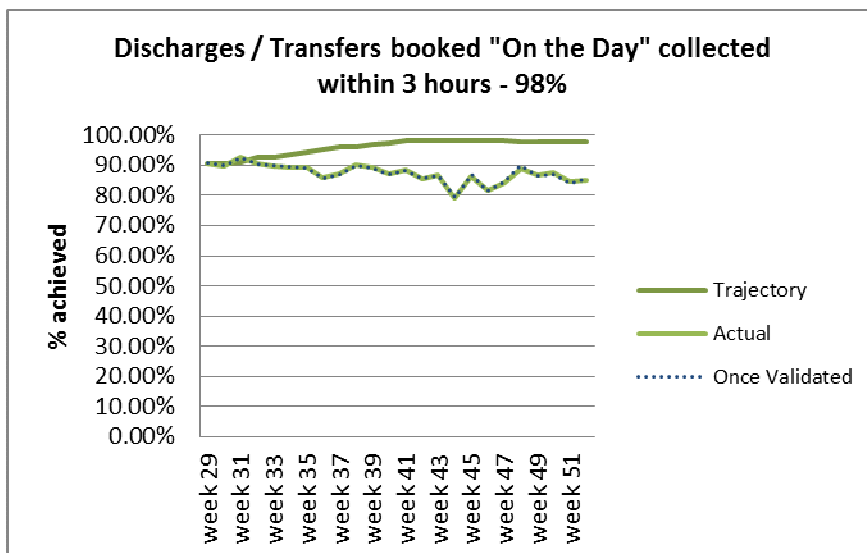
- Timeliness in bringing renal patients in for treatment



- Timeliness in collecting renal patients from treatment



- Timeliness of collecting patients discharged from hospital (2 indicators)



The above graphs show weekly un-validated data up to mid-June, validated to end May. Week 51 is the end of June (the contract started in week one July 2013). The end of May is week 47; the end of April is week 42

A review of the actions NSL has taken to improve performance is undertaken monthly. At the end of May it was clear that NSL had made many of the changes needed. Day to day variations in performance were continuing to narrow and the number of extreme incidents was reducing.

However, validated data for the month of May has now been analysed and, whilst it shows some improved performance on transport of Renal patients, overall performance in May did not make significant progress.

Clinical Commissioning Group

Reviewing complaints and NSL collected patient experience data shows that, where NSL collect on time, patient satisfaction is high. Concerns focus almost solely on failure to collect or deliver on time.

On 19th, 20th and 21st March the Care Quality (CQC) visited and inspected the NSL services in Kent and Medway. The draft report is still with NSL to be checked for factual accuracy. As soon as it has been finalised by CQC and published, the CCGs will review the results and consider what action the commissioners need to take. The report will be shared with HOSC when available.

NSL is required to meet the requirements of the six key indicators by the end of June 2014. Validated June data is being reviewed by the commissioners in July.

Commissioners and hospitals are meeting in July to discuss the position and, as previously reported to HOSC, failure to meet these targets will lead to further action being taken by the commissioners.
