

Item 8: Patient Transport Services

By: Peter Sass, Head of Democratic Services

To: Health Overview and Scrutiny Committee, 5 September 2014

Subject: Patient Transport Services (PTS)

Summary: This report invites the Health Overview and Scrutiny Committee to consider the information provided on Patient Transport Services.

It is a written update only and no guests will be present to speak on this item.

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

1. Introduction

- (a) The following is a definition of Patient Transport Services from the Department of Health:
- *Non-emergency patient transport services, known as PTS, are typified by the non-urgent, planned, transportation of patients with a medical need for transport to and from a premises providing NHS healthcare and between NHS healthcare providers. This can and should encompass a wide range of vehicle types and levels of care consistent with the patients' medical needs (Department of Health 2007).*
- (b) The Health Overview and Scrutiny Committee has considered the subject of PTS on five occasions since the beginning of 2013:
- 1 February 2013
 - 11 October 2013
 - 31 January 2014
 - 11 April 2014
 - 18 July 2014
- (c) At the end of the discussion on 18 July 2014, the Committee agreed the following recommendation:
- *RESOLVED that Mr Ayres be thanked for his attendance at the meeting, and that he be requested to take note of the comments made by Members during the meeting and that he be invited to attend a meeting of the Committee in September.*
- (d) Consideration of this item has changed from a verbal to a written briefing. It is proposed that this item returns to the Committee in November 2014.

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2. CQC Inspection

- (a) The Care Quality Commission carried out an unannounced inspection on 19, 20 and 21 March to check improvements had been made since the last inspection in November 2013. The inspection report was published on 23 July 2014.
- (b) The inspection team visited the head office, hospitals where the service was provided, local depots and spoke with the management of the service and staff. The inspection team also spoke with patients who used the service and the commissioner NHS West Kent CCG.
- (c) The CQC found that improvements had been made and many people were now experiencing a better service but there were still further improvements needed, in order to ensure people received a reliable consistent service.
- (d) The CQC inspected five essential standards to check that action had been taken. NSL Kent was found to be non-compliant with three of these standards:
 - Care and welfare of people who use services
 - Requirements relating to workers
 - Supporting workers
- (e) NSL Kent was asked to produce a report for the CQC by 16 August 2014 which sets out the actions it will take to meet the standards. CQC inspectors will return unannounced in due course to check whether the required improvements have been made (CQC 2014).

3. Recommendation

RECOMMENDED that the report be noted and that CCG colleagues be invited to attend the November meeting of the Committee.

Background Documents

Department of Health (2007) '*Eligibility Criteria for Patient Transport Services (23/08/2007)*', http://webarchive.nationalarchives.gov.uk/20130107105354/http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_078372.pdf

Care Quality Commission (2014) '*CQC Inspection Report - NSL Kent (23/07/2014)*', <http://www.cqc.org.uk/location/1-793656098/inspection-report/1-7936560982014-07-23>

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