

Patient Transport Services Contract

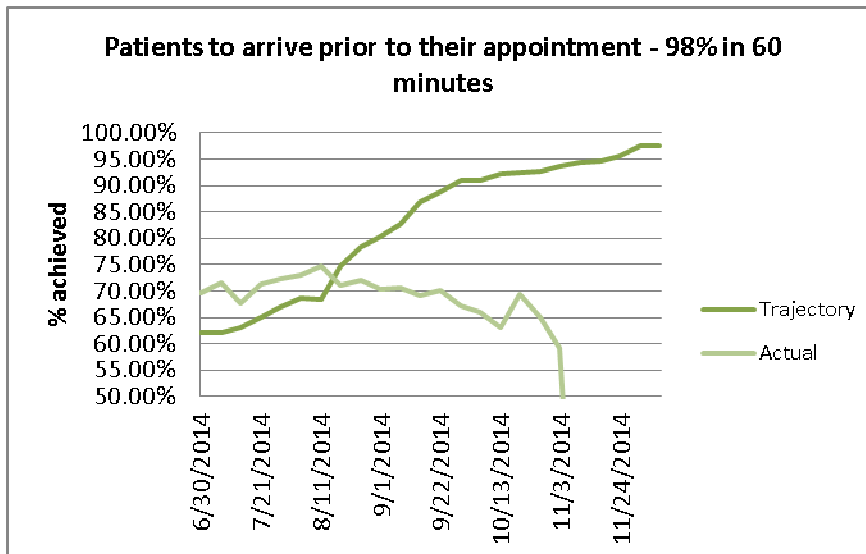
Update to Kent HOSC – 28 Nov 2014

This short report updates HOSC on performance of the PTS contract since the Sept update.

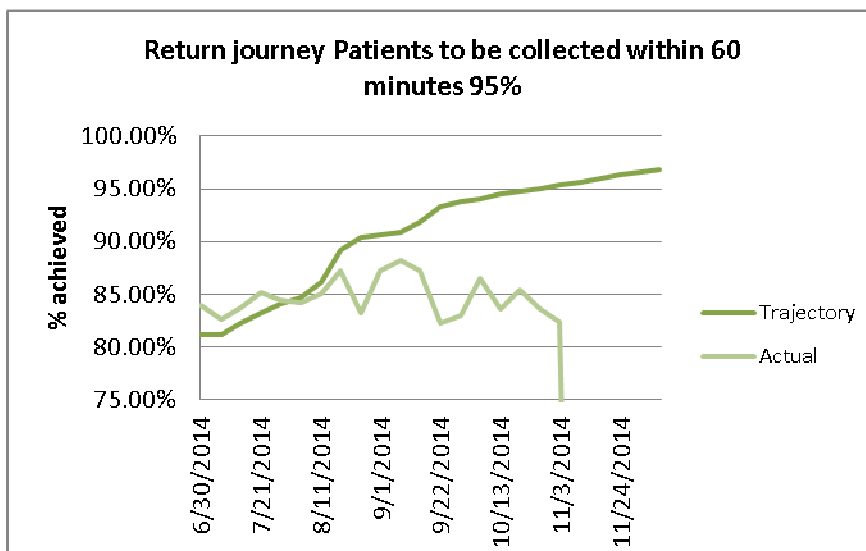
The CCG continues to discuss performance with NSL (the PTS service provider) on a weekly basis.

Attention remains focused on the six key indicators:

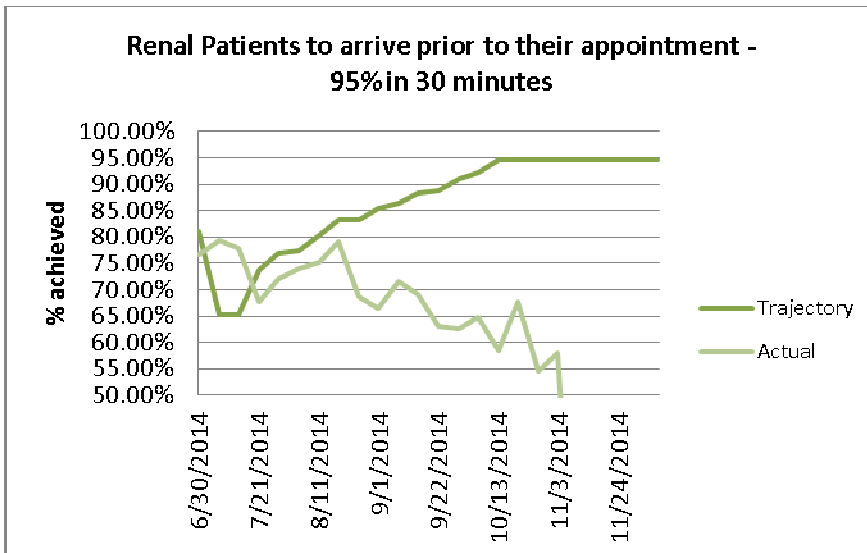
- Timeliness of taking patients into an outpatient appointment,



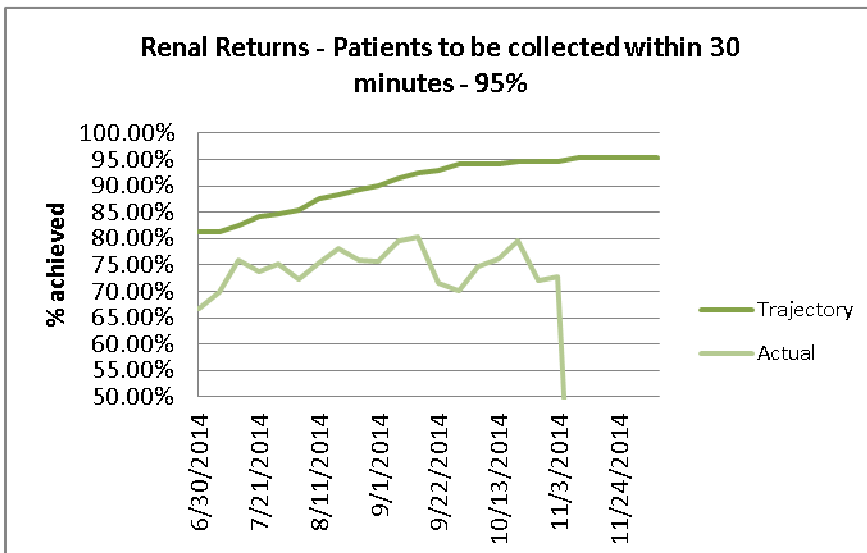
- Timeliness of collecting patients from an outpatient appointment



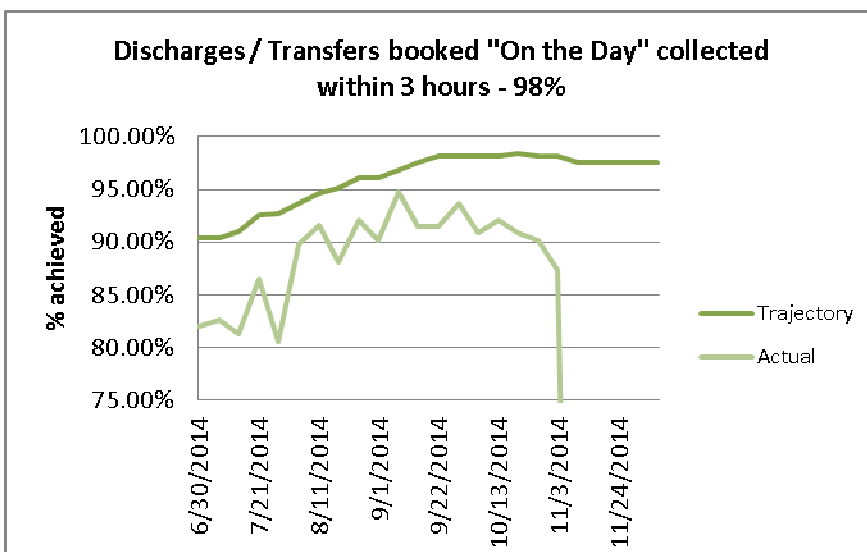
- Timeliness in bringing renal patients in for treatment

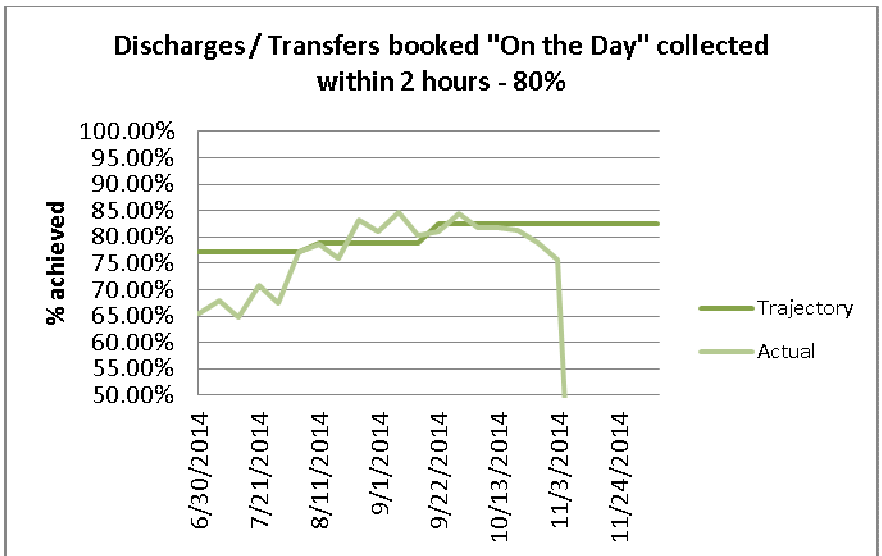


- Timeliness in collecting renal patients from treatment



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

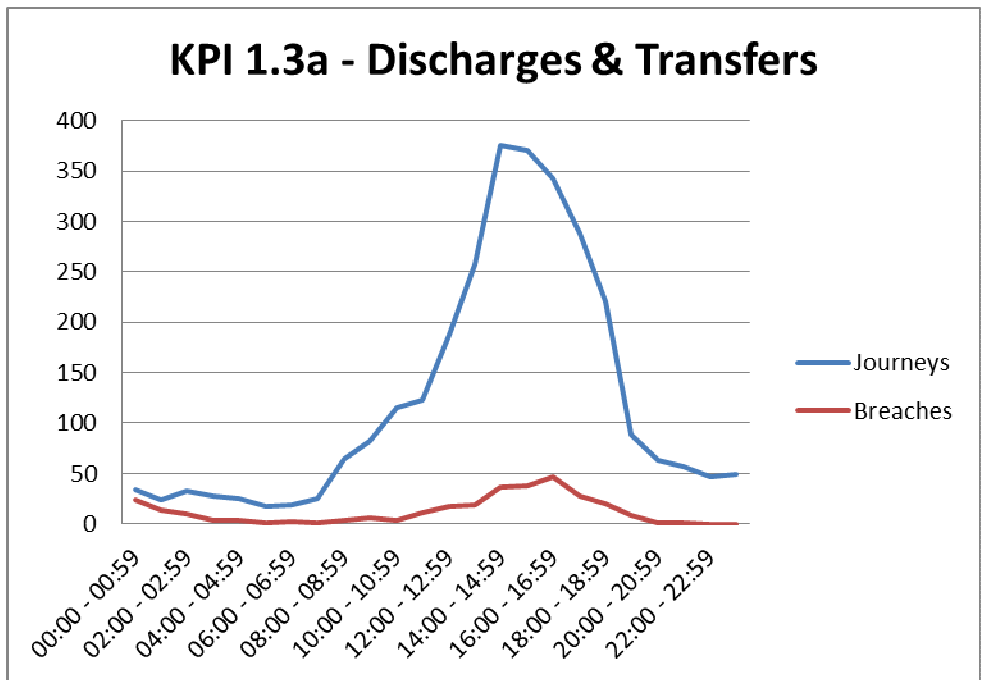




The above graphs show weekly data up to the end of October.

A review of the actions NS has taken to improve performance is undertaken monthly. At the end of October it was clear that NSL continue to make many of the changes needed. .

Data for the month of October has been analysed and, whilst overall it shows little improvement over the previous months, performance has not worsened as Trusts struggle to manage A&E performance issues. The challenge for NSL is that Trusts are not booking discharges ahead of time, and the majority of discharges are booked on the day with very significant increases in discharges some days as trust struggle to clear beds to make space for new patients. On occasion this has doubled the average daily numbers of discharges. To compound the challenges there is a significant peak in bookings over the middle of the day.

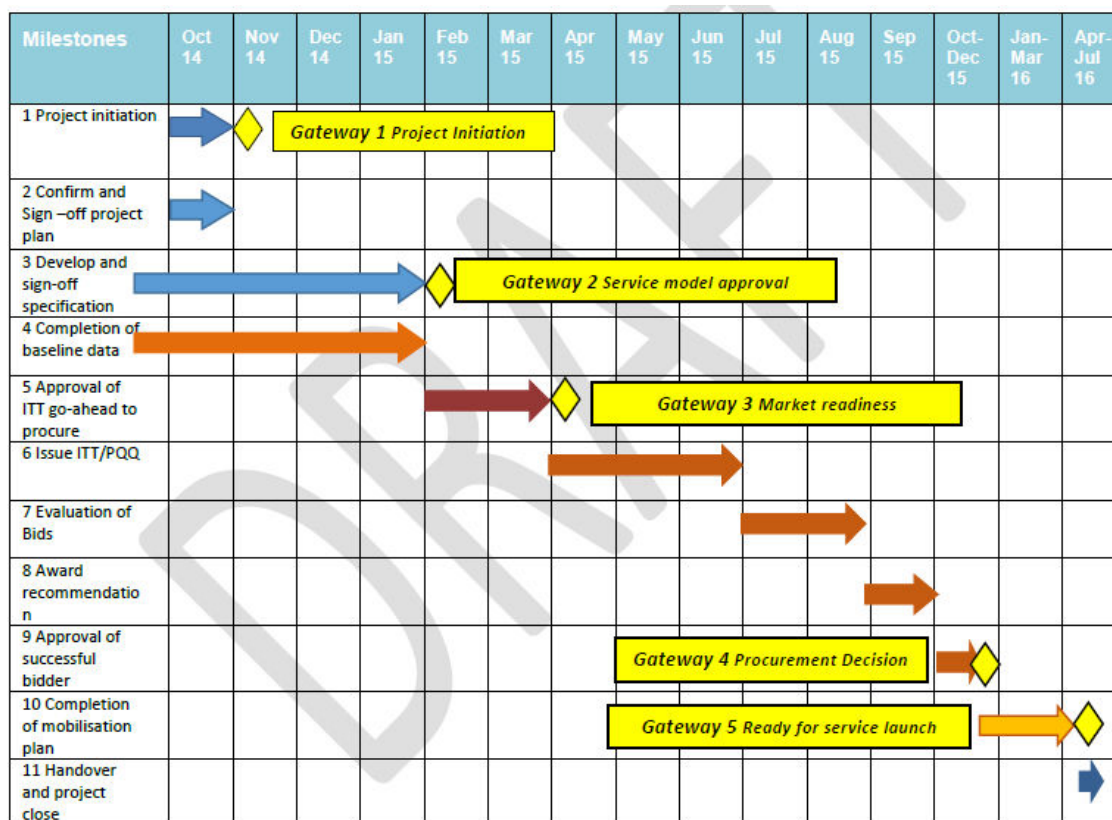


Reviewing complaints and NSL collected patient experience data shows that, where NSL collect on time, patient satisfaction is high. Concerns focus almost solely on failure to collect or deliver on time.

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

Re-procurement

CCGs in Kent and Medway, in discussion with Providers have agreed to re-procure from the end of the existing three year contract (July 2016). Termination earlier would risk legal action and would only result in termination 6 months early. A project Board is being established to oversee the process. The Board will include CCGs and Providers. A stakeholder group is being established to provide patient input to the specification and process. The time line for the re-procurement is as below.



A Working group of CCGs and Providers has been developing the project plan for re-procurement and the service specification. The group has met three times and aims to complete the development of the final draft service specification by end January 2015 in order that procurement can commence from April 2015.