

## Item 5: Patient Transport Service

By: Lizzy Adam, Scrutiny Research Officer

To: Health Overview and Scrutiny Committee, 2 March 2018

Subject: Patient Transport Service

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Summary: This report invites the Health Overview and Scrutiny Committee to consider the information provided by West Kent CCG.

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

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### 1. Introduction

On 20 September 2017 the Committee considered an update on the contract performance relating to Non-Emergency Patient Transport Service as provided by G4S on behalf on West Kent CCG as lead commissioner. The Committee agreed the following recommendation:

- *RESOLVED that:*
  - (a) *the report on Patient Transport Services be noted;*
  - (b) *NHS West Kent CCG be requested to provide an update in six months with:*
    - (i) *qualitative and quantitative data including the details about patient experience and areas of underperformance;*
    - (ii) *feedback from the action plan regarding complaints.*

### 2. Recommendation

RECOMMENDED that the report be noted and NHS West Kent CCG be requested to provide an update at the appropriate time.

### Background Documents

Kent County Council (2017) 'Health Overview and Scrutiny Committee (20/09/17)', <https://democracy.kent.gov.uk/mgAi.aspx?ID=45835>

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