

Item 11: Kent and Medway Non-Emergency Patient Transport Service Performance

By: Jill Kennedy-Smith, Scrutiny Research Officer

To: Health Overview and Scrutiny Committee, 23 November 2018

Subject: Kent and Medway Non-Emergency Patient Transport Service Performance

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Summary: This report invites the Health Overview and Scrutiny Committee to consider the information provided by NHS North & West Kent CCGs (Lead for Kent & Medway Patient Transport Service).

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

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## 1. Previous Committee Attendance and Requested Information

- (a) On 27 April 2018 the Committee considered an update about the Patient Transport Service. The Committee was informed that the CCG was in the process of signing a contract variation with G4S which would include new Key Performance Indicators (KPIs). The Committee agreed the following recommendation:

*RESOLVED that:*

- (a) *the report be noted;*
- (b) *West Kent CCG be requested to provide a written update on the new key performance indicators to the June meeting;*
- (c) *West Kent CCG be requested to present a verbal update on performance to the Committee in the autumn.*

- (b) On 8 June 2018 the Committee considered an update report from NHS West Kent CCG which detailed the new Key Performance Indicators for Patient Transport Services. The Committee agreed the following recommendation:

*RESOLVED that the report on the new Key Performance Indicators for Patient Transport Service be noted, and that the CCG be requested to present an update on performance to the Committee in the Autumn.*

- (c) The CCG as part of their report to Committee have been requested to provide an update on fleet management, staffing, Key Performance Indicators, contract monitoring/management, activity levels and patient engagement including compliments/complaints received incorporating where possible hospital feedback.

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**2. Recommendation**

RECOMMENDED that the report be noted, and NHS North and West Kent CCGs be requested to provide an update in June 2019.

**Background Documents**

Kent County Council (2018) '*Health Overview and Scrutiny Committee (27/04/2018)*',

<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=7846&Ver=4>

Kent County Council (2018) '*Health Overview and Scrutiny Committee (08/06/2018)*',

<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=7918&Ver=4>

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