

Item 10: Kent and Medway Non-Emergency Patient Transport Service Performance

By: Kay Goldsmith, Scrutiny Research Officer

To: Health Overview and Scrutiny Committee, 23 July 2019

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

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

It provides background information which may prove useful to Members.

1. Introduction

- (a) Patient Transport is a service provided for individuals who need support to get to, and from, an NHS appointment.
- (b) In Kent and Medway, the service is commissioned by the North and West Kent CCGs and provided by G4S.

2. Previous reports to HOSC

- (a) At the HOSC meeting on 27 April 2018, the Committee were notified that West Kent CCG were in the process of signing a contract variation with G4S which would include new Key Performance Indicators (KPIs).
- (b) West Kent CCG provided a written update to HOSC for the meeting on 8 June 2018, setting out the new KPIs for the Patient Transport Service. These were to come into effect from July 2018 for outpatients and September for inpatient transfers and discharges.
- (c) West Kent CCG and G4S attended HOSC on 23 November 2018 for a further update on performance under the new KPIs. At the conclusion of the item, HOSC recommended the following:

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

- (d) The CCGs have provided the attached update and will be present at the meeting to answer any questions.

3. Recommendation

RECOMMENDED that the Committee consider and note the report.

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Background Documents

Kent County Council (2018) '*Health Overview and Scrutiny Committee (27/04/18)*', <https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=7846&Ver=4>

Kent County Council (2018) '*Health Overview and Scrutiny Committee (08/06/18)*', <https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=7918&Ver=4>

Kent County Council (2018) '*Health Overview and Scrutiny Committee (23/11/18)*', <https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=7923&Ver=4>

G4S Patient Transport website: <http://www.km-pts.co.uk/default.aspx>

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