



Surrey Patient Transport Service Monthly Report

November 2013

01/11/2013

SUMMARY

- Total Journeys undertaken by SECAMB in the Surrey region for the month numbered 14210

Of the 14210 Journeys

15% were aborted

18% were on the day

23% had an escort

- Data capture for the month was

Arrivals 75%

Departures 74%

Discharges 74%

- Timeliness

80% of patients arrived no later than 15 minutes after their appointment versus 95% target

89% of patients arrived no earlier than 45 minutes before their appointment versus 95% target

80% of patients were collected no later than 60 minutes after their planned departure time versus 95% target

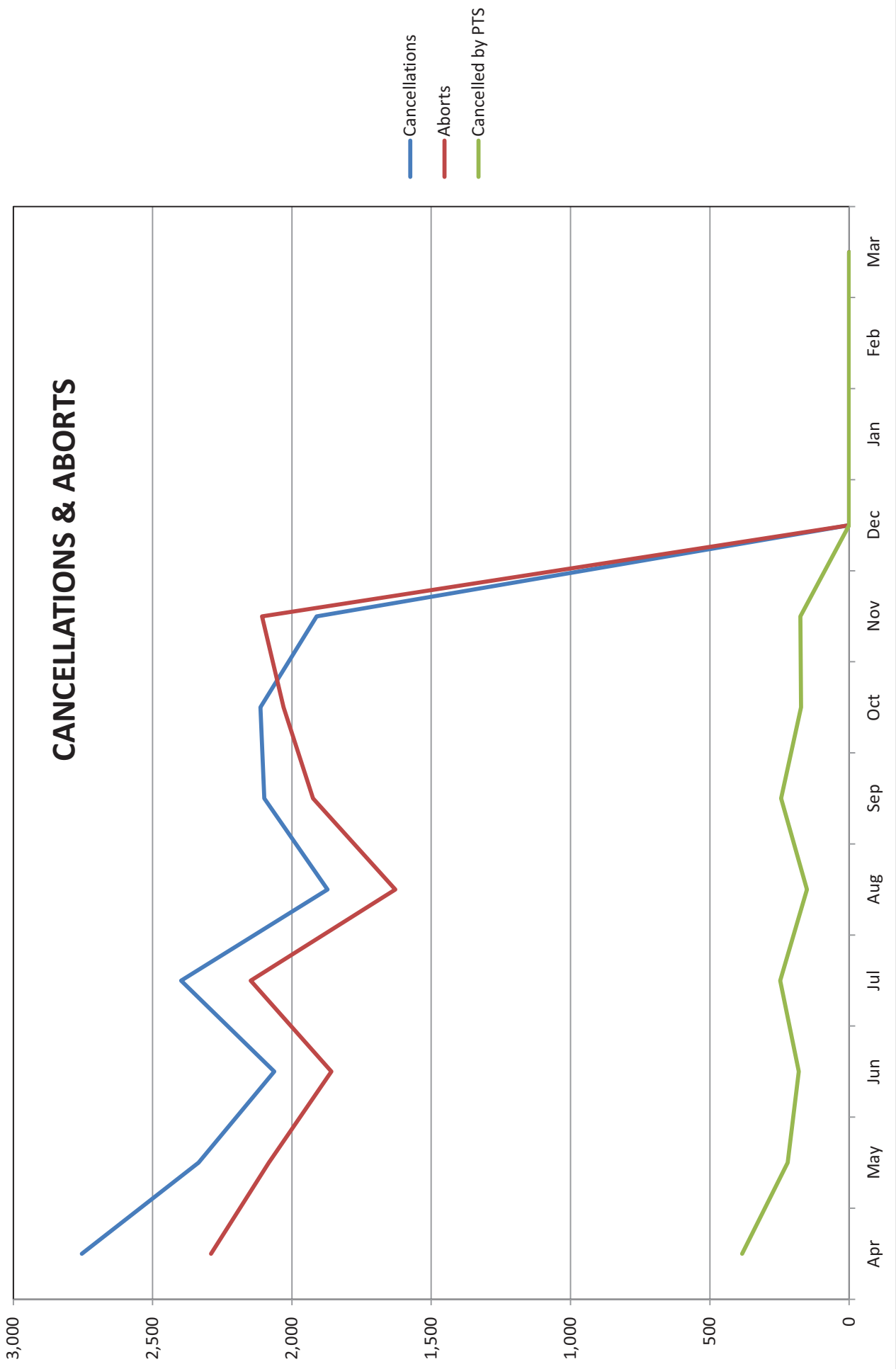
77% of were collected no later than 120 minutes after their planned departure time versus 95% target

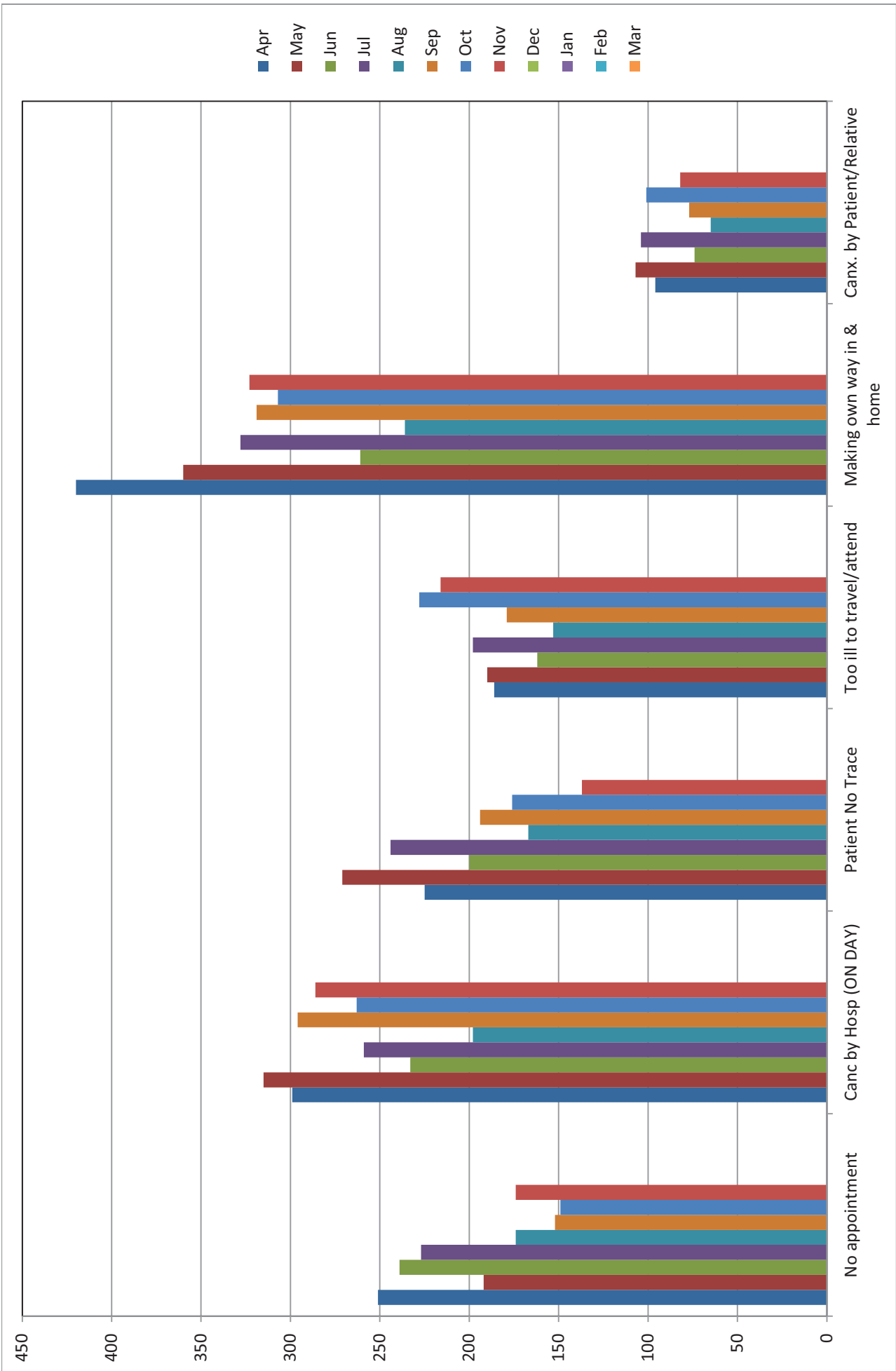
CANCELLATIONS & ABORTS

Abort Reasons	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
No appointment	251	192	239	227	174	152	149	174	0	0	0	0	1,558
Canc by Hosp (ON DAY)	299	315	233	259	198	296	263	286	0	0	0	0	2,149
Patient No Trace	225	271	200	244	167	194	176	137	0	0	0	0	1,614
Too ill to travel/attend	186	190	162	198	153	179	228	216	0	0	0	0	1,512
Making own way in & home	420	360	261	328	236	319	307	323	0	0	0	0	2,554
Canx. by Patient/Relative	96	107	74	104	65	77	101	82	0	0	0	0	706
Hospital in-patient	120	88	105	139	87	99	74	74	0	0	0	0	786
Double/Incorrect Booking	94	68	58	63	56	49	51	71	0	0	0	0	510
No Reply	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Refused to travel/attend	66	43	27	34	30	27	30	24	0	0	0	0	281
Patient not ready	271	282	272	356	326	346	389	433	0	0	0	0	2,675
Patient Deceased	34	16	18	18	10	8	12	10	0	0	0	0	126
Wrong mobility booked	33	29	28	36	32	38	50	55	0	0	0	0	301
Pat.moved/wrong address	21	18	19	17	17	9	7	14	0	0	0	0	122
No Knowledge of Appt	14	9	14	20	7	11	22	27	0	0	0	0	124
Patient Admitted	56	28	30	24	12	24	31	42	0	0	0	0	247
Treatment finished	10	6	8	6	2	13	7	6	0	0	0	0	58
Patient on holiday	2	1	3	6	5	7	2	0	0	0	0	0	26
NO Patients TTO's	18	22	21	17	9	16	22	21	0	0	0	0	146

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Cancellations	2,754	2,335	2,063	2,398	1,872	2,099	2,113	1,911	0	0	0	0	17,545
Aborts	2,290	2,083	1,858	2,148	1,629	1,924	2,030	2,107	0	0	0	0	16,069
Cancelled by PTS	384	221	181	248	152	244	173	175	0	0	0	0	1,778

CANCELLATIONS & ABORTS





ACTIVITY

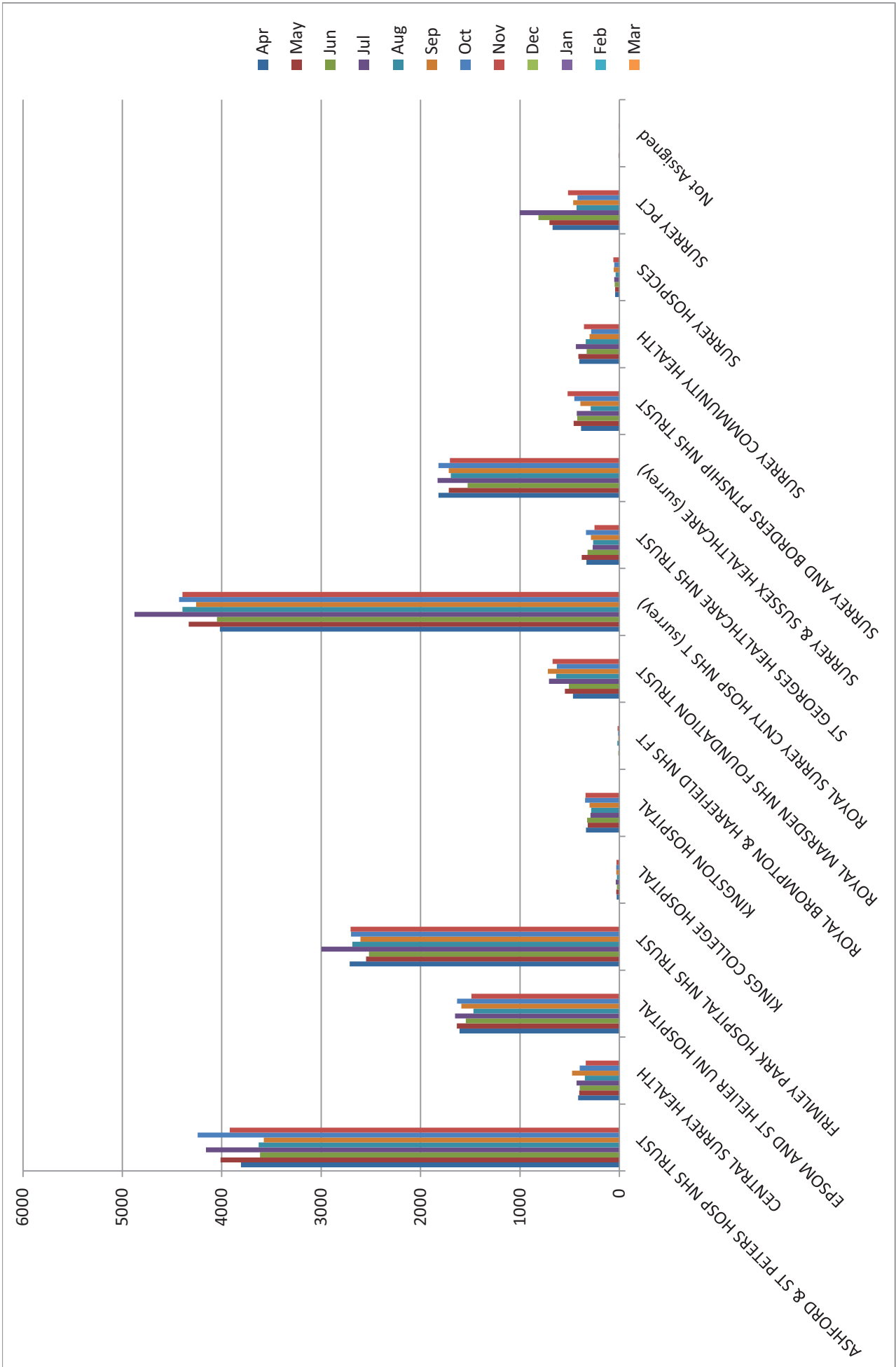
ACTIVITY	LOW	MED	HIGH	SPEC	ESCT	ABORT	ABORT%	CANC	OnDay	OnDay%	TOTAL
ASHFORD & ST PETERS HOSP NHS TRUST	2,195	607	330	34	754	525	13%	474	890	23%	3,920
CENTRAL SURREY HEALTH	171	102	7	4	55	35	10%	47	13	4%	339
EPSOM AND ST HELEER UNI HOSPITAL	750	276	79	10	374	201	13%	172	195	13%	1,489
FRIMLEY PARK HOSPITAL NHS TRUST	1,495	523	185	37	464	331	12%	258	499	18%	2,704
KINGS COLLEGE HOSPITAL	29	0	0	0	0	2	7%	2	1	3%	29
KINGSTON HOSPITAL	166	65	4	4	101	43	13%	23	13	4%	340
ROYAL BROMPTON & HAREFIELD NHS FT	5	8	17	0	5	2	6%	1	0	0%	35
ROYAL MARSDEN NHS FOUNDATION TRUST	514	32	10	27	116	73	10%	87	53	8%	699
ROYAL SURREY CNTY HOSP NHS T (surrey)	115	170	214	7	723	511	42%	474	540	44%	1,229
ST GEORGES HEALTHCARE NHS TRUST	86	117	2	14	31	29	12%	56	4	2%	250
SURREY & SUSSEX HEALTHCARE (surrey)	906	296	140	6	358	206	12%	157	357	21%	1,706
SURREY AND BORDERS PTNSHIP NHS TRUST	426	7	3	1	85	46	9%	62	11	2%	522
SURREY COMMUNITY HEALTH	214	45	11	2	85	34	10%	35	20	6%	357
SURREY HOSPICES	24	18	15	6	3	12	18%	9	11	17%	66
SURREY PCT	194	121	19	8	174	55	11%	50	11	2%	516
Not Assigned	5	0	2	0	2	0	0%	1	0	0%	9
TOTAL	7,295	2,387	1,038	160	3,330	2,105	15%	1,908	2,618	18%	14,210

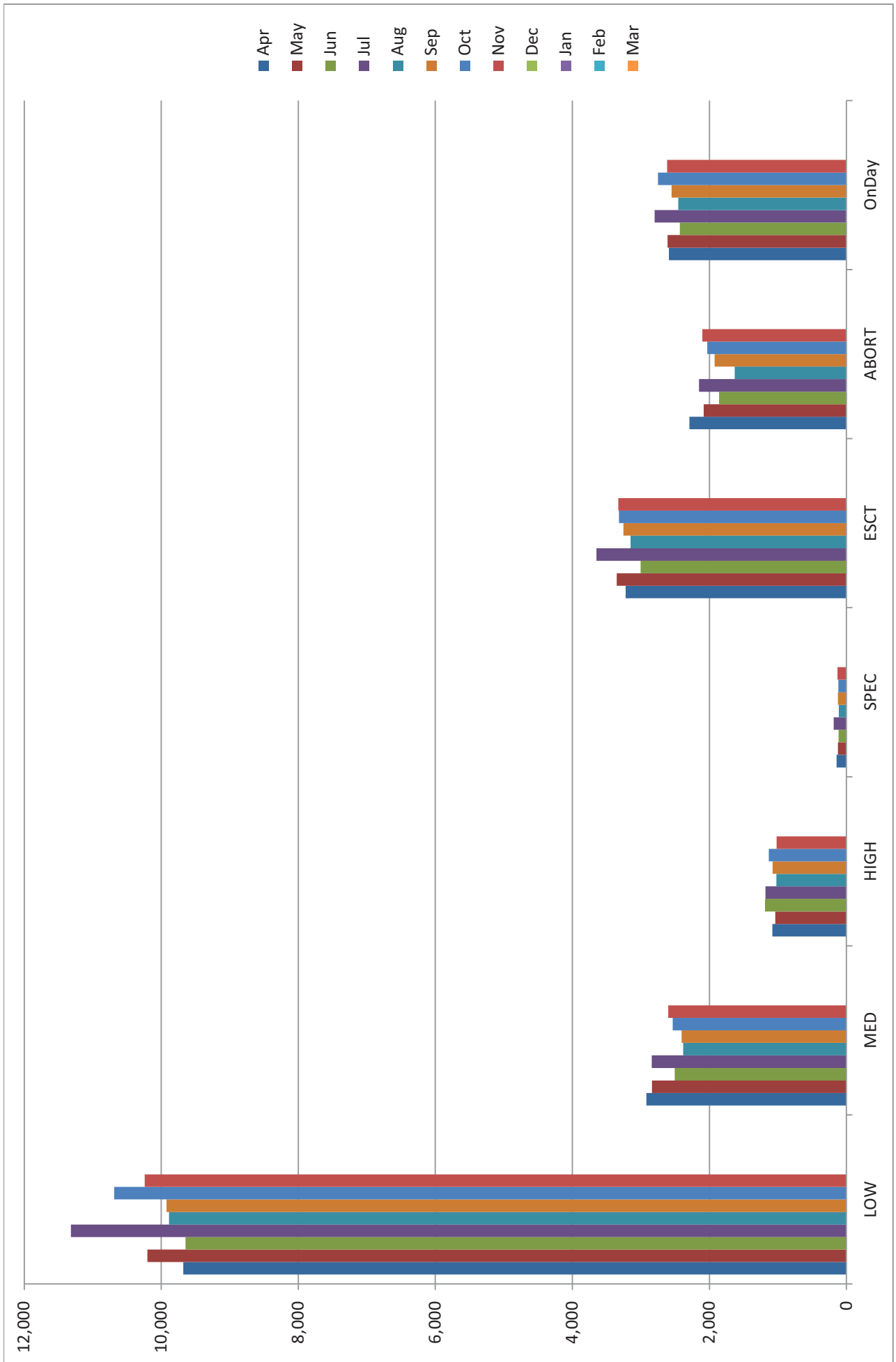
ACTIVITY BY MONTH

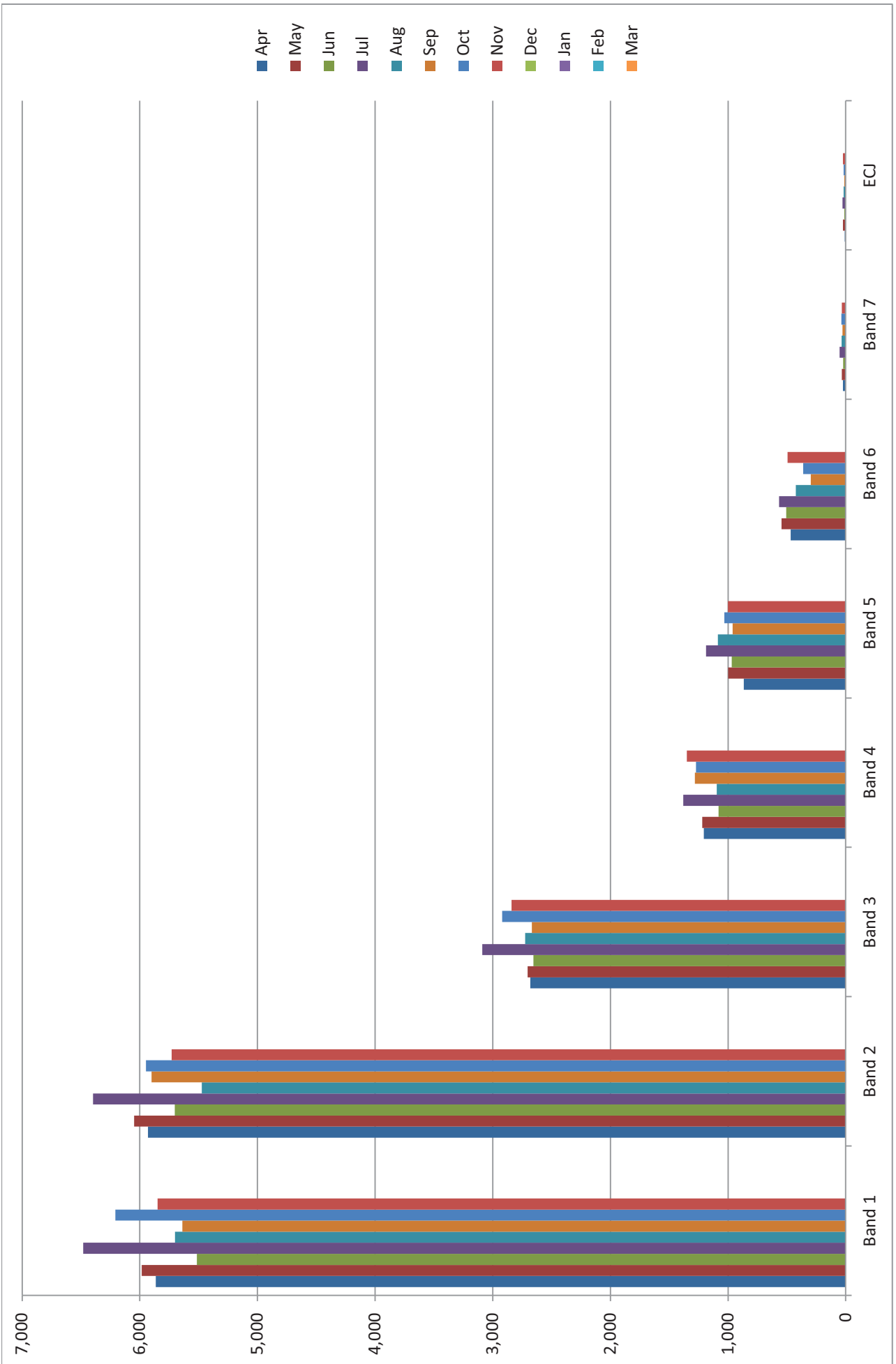
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
ASHFORD & ST PETERS HOSP NHS TRUST	3806	4011	3616	4159	3628	3576	4243	3920	0	0	0	0	30959
CENTRAL SURREY HEALTH	415	404	399	431	348	476	400	339	0	0	0	0	3212
EPSOM AND ST HELIER UNI HOSPITAL	1607	1636	1544	1653	1468	1590	1632	1489	0	0	0	0	12619
FRIMLEY PARK HOSPITAL NHS TRUST	2714	2549	2520	2997	2687	2606	2699	2704	0	0	0	0	21476
KINGS COLLEGE HOSPITAL	27	32	26	36	26	32	32	29	0	0	0	0	240
KINGSTON HOSPITAL	336	318	324	290	285	300	346	340	0	0	0	0	2539
ROYAL BROMPTON & HAREFIELD NHS FT	2	3	12	8	21	12	13	18	0	0	0	0	89
ROYAL MARSDEN NHS FOUNDATION TRUST	466	549	507	708	637	719	629	672	0	0	0	0	4887
ROYAL SURREY CNTY HOSP NHS T (surrey)	4020	4332	4048	4878	4396	4259	4429	4395	0	0	0	0	34757
ST GEORGES HEALTHCARE NHS TRUST	332	379	320	269	265	287	337	250	0	0	0	0	2439
SURREY & SUSSEX HEALTHCARE (surrey)	1820	1716	1527	1829	1695	1717	1821	1706	0	0	0	0	13831
SURREY AND BORDERS PTNSHIP NHS TRUST	386	461	424	429	289	392	453	521	0	0	0	0	3355
SURREY COMMUNITY HEALTH	404	413	330	437	339	299	285	357	0	0	0	0	2864
SURREY HOSPICES	42	42	48	52	38	56	53	60	0	0	0	0	391
SURREY PCT	672	703	815	1001	431	464	422	516	0	0	0	0	5024
Not Assigned	0	10	0	2	4	1	0	7	0	0	0	0	24
TOTAL	17049	17558	16460	19179	16557	16786	17794	17323	0	0	0	0	138706

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
LOW	9,679	10,201	9,645	11,318	9,886	9,922	10,686	10,240	0	0	0	0	81,577
IMED	2,921	2,839	2,506	2,841	2,384	2,405	2,537	2,601	0	0	0	0	21,034
HIGH	1,082	1,038	1,189	1,182	1,024	1,078	1,133	1,019	0	0	0	0	8,745
SPEC	143	126	115	188	112	126	119	133	0	0	0	0	1,062
ESCT	3,224	3,354	3,005	3,650	3,151	3,255	3,319	3,330	0	0	0	0	26,288
ABORT	2,292	2,083	1,860	2,151	1,631	1,925	2,031	2,105	0	0	0	0	16,078
OnDay	2,593	2,612	2,431	2,799	2,454	2,552	2,751	2,618	0	0	0	0	20,810

MileageBand	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Band 1	5,864	5,983	5,514	6,480	5,700	5,639	6,207	5,849	0	0	0	0	47,236
Band 2	5,930	6,049	5,703	6,397	5,473	5,900	5,947	5,730	0	0	0	0	47,129
Band 3	2,680	2,704	2,655	3,089	2,725	2,667	2,921	2,841	0	0	0	0	22,282
Band 4	1,207	1,219	1,080	1,380	1,096	1,282	1,272	1,350	0	0	0	0	9,886
Band 5	867	1,000	968	1,187	1,087	962	1,031	1,002	0	0	0	0	8,104
Band 6	468	546	505	567	424	297	362	495	0	0	0	0	3,664
Band 7	24	33	22	52	35	27	37	33	0	0	0	0	263
ECJ	9	24	13	27	17	12	17	23	0	0	0	0	142
TOTAL	17,049	17,558	16,460	19,179	16,557	16,786	17,794	17,323	0	0	0	0	138,706







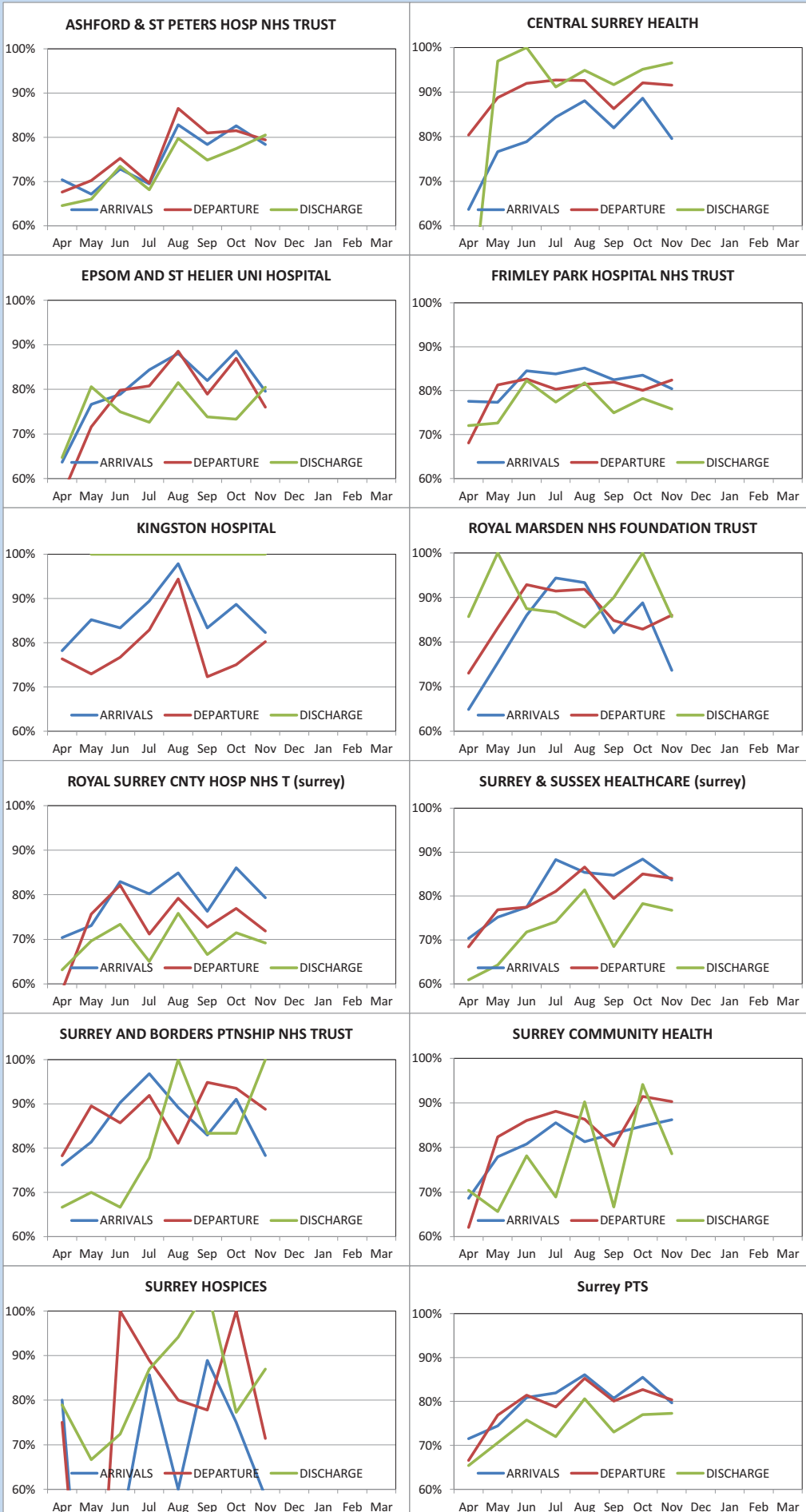
PERFORMANCE BY MONTH

ARRIVALS	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
ASHFORD & ST PETERS HOSP NHS TRUST	70%	67%	73%	69%	83%	78%	83%	78%				
CENTRAL SURREY HEALTH	79%	92%	89%	87%	96%	89%	91%	87%				
EPSOM AND ST HELIER UNI HOSPITAL	64%	77%	79%	84%	88%	82%	89%	80%				
FRIMLEY PARK HOSPITAL NHS TRUST	78%	77%	84%	84%	85%	82%	84%	80%				
KINGS COLLEGE HOSPITAL	#N/A	100%	#N/A	#N/A	#N/A	100%	0%	0%				
KINGSTON HOSPITAL	78%	85%	83%	89%	98%	83%	89%	82%				
ROYAL BROMPTON & HAREFIELD NHS FT	100%	#N/A	100%	100%	100%	33%	100%	50%				
ROYAL MARSDEN NHS FOUNDATION TRUST	65%	75%	86%	94%	93%	82%	89%	74%				
ROYAL SURREY CNTY HOSP NHS T (surrey)	70%	73%	83%	80%	85%	76%	86%	79%				
ST GEORGES HEALTHCARE NHS TRUST	75%	71%	86%	89%	88%	75%	78%	66%				
SURREY & SUSSEX HEALTHCARE (surrey)	70%	75%	77%	88%	85%	85%	88%	84%				
SURREY AND BORDERS PTNSHIP NHS TRUST	76%	81%	90%	97%	89%	83%	91%	78%				
SURREY COMMUNITY HEALTH	69%	78%	81%	86%	81%	83%	85%	86%				
SURREY HOSPICES	80%	0%	50%	86%	60%	89%	75%	58%				
SURREY PCT	72%	75%	87%	86%	92%	83%	87%	88%				
Not Assigned	#N/A	#N/A	#N/A	100%	#N/A	#N/A	#N/A	50%				
TOTAL	72%	74%	81%	82%	86%	81%	86%	80%				
RECORDS	74%	72%	78%	79%	81%	80%	75%	79%				

DEPARTURE	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
ASHFORD & ST PETERS HOSP NHS TRUST	68%	70%	75%	70%	87%	81%	81%	79%				
CENTRAL SURREY HEALTH	80%	89%	92%	93%	93%	86%	92%	92%				
EPSOM AND ST HELIER UNI HOSPITAL	56%	72%	80%	81%	89%	79%	87%	76%				
FRIMLEY PARK HOSPITAL NHS TRUST	68%	81%	83%	80%	81%	82%	80%	82%				
KINGS COLLEGE HOSPITAL	0%	#N/A	#N/A	#N/A	#N/A	100%	100%	80%				
KINGSTON HOSPITAL	76%	73%	77%	83%	94%	72%	75%	80%				
ROYAL BROMPTON & HAREFIELD NHS FT	100%	#N/A	#N/A	100%	100%	100%	100%	100%				
ROYAL MARSDEN NHS FOUNDATION TRUST	73%	83%	93%	91%	92%	85%	83%	86%				
ROYAL SURREY CNTY HOSP NHS T (surrey)	59%	76%	82%	71%	79%	73%	77%	72%				
ST GEORGES HEALTHCARE NHS TRUST	66%	80%	97%	95%	85%	85%	86%	85%				
SURREY & SUSSEX HEALTHCARE (surrey)	68%	77%	77%	81%	87%	79%	85%	84%				
SURREY AND BORDERS PTNSHIP NHS TRUST	78%	90%	86%	92%	81%	95%	94%	89%				
SURREY COMMUNITY HEALTH	62%	82%	86%	88%	86%	80%	91%	90%				
SURREY HOSPICES	75%	0%	100%	89%	80%	78%	100%	71%				
SURREY PCT	77%	83%	91%	89%	93%	82%	93%	90%				
Not Assigned	#N/A	#N/A	#N/A	#N/A	#N/A	100%	#N/A	#N/A				
TOTAL	67%	77%	81%	79%	85%	80%	83%	80%				
RECORDS	57%	67%	65%	69%	72%	73%	74%	76%				

DISCHARGE	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
ASHFORD & ST PETERS HOSP NHS TRUST	65%	66%	73%	68%	80%	75%	77%	80%				
CENTRAL SURREY HEALTH	35%	97%	100%	91%	95%	92%	95%	97%				
EPSOM AND ST HELIER UNI HOSPITAL	65%	81%	75%	73%	82%	74%	73%	80%				
FRIMLEY PARK HOSPITAL NHS TRUST	72%	73%	82%	77%	82%	75%	78%	76%				
KINGS COLLEGE HOSPITAL	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A				
KINGSTON HOSPITAL	#N/A	100%	100%	100%	#N/A	#N/A	#N/A	100%				
ROYAL BROMPTON & HAREFIELD NHS FT	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A				
ROYAL MARSDEN NHS FOUNDATION TRUST	86%	100%	88%	87%	83%	90%	100%	86%				
ROYAL SURREY CNTY HOSP NHS T (surrey)	63%	70%	73%	65%	76%	67%	71%	69%				
ST GEORGES HEALTHCARE NHS TRUST	100%	100%	100%	#N/A	100%	100%	100%	100%				
SURREY & SUSSEX HEALTHCARE (surrey)	61%	64%	72%	74%	81%	68%	78%	77%				
SURREY AND BORDERS PTNSHIP NHS TRUST	67%	70%	67%	78%	100%	83%	83%	100%				
SURREY COMMUNITY HEALTH	70%	66%	78%	69%	90%	67%	94%	79%				
SURREY HOSPICES	79%	67%	72%	87%	94%	105%	77%	87%				
SURREY PCT	77%	80%	73%	84%	86%	100%	82%	83%				
Not Assigned	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A				
TOTAL	65%	71%	76%	72%	81%	73%	77%	77%				
RECORDS	57%	67%	65%	69%	72%	73%	74%	76%				

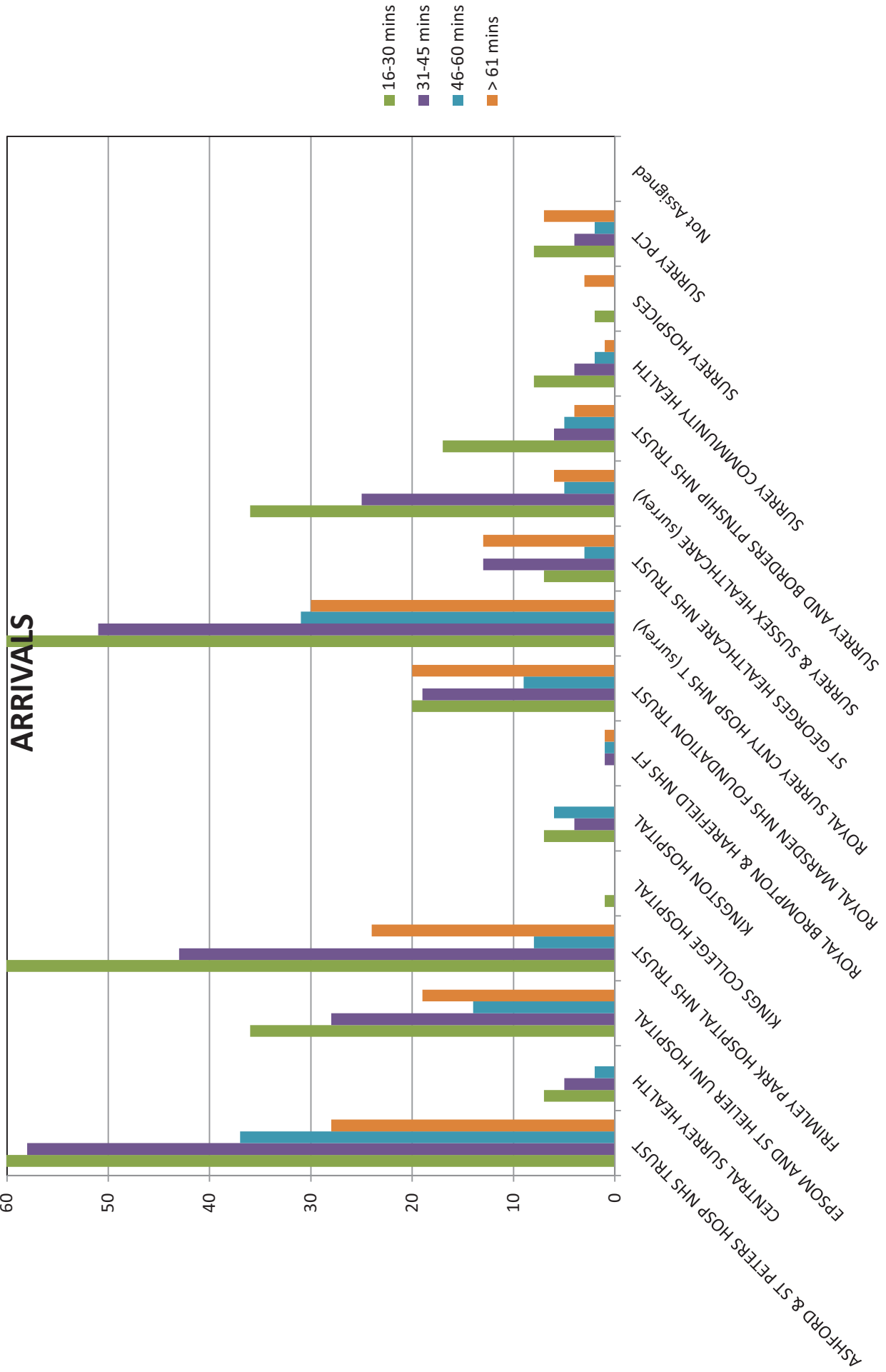
EARLY	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
ASHFORD & ST PETERS HOSP NHS TRUST	93%	92%	94%	91%	89%	92%	88%	88%				
CENTRAL SURREY HEALTH	92%	90%	91%	87%	92%	90%	90%	89%				
EPSOM AND ST HELIER UNI HOSPITAL	95%	89%	93%	86%	88%	92%	89%	89%				
FRIMLEY PARK HOSPITAL NHS TRUST	93%	93%	92%	90%	92%	89%	90%	91%				
KINGS COLLEGE HOSPITAL	#N/A	0%	#N/A	#N/A	#N/A	100%	100%	100%				
KINGSTON HOSPITAL	94%	94%	94%	92%	90%	88%	88%	95%				
ROYAL BROMPTON & HAREFIELD NHS FT	100%	#N/A	100%	50%	100%	100%	100%	83%				
ROYAL MARSDEN NHS FOUNDATION TRUST	92%	83%	88%	86%	80%	86%	85%	84%				
ROYAL SURREY CNTY HOSP NHS T (surrey)	93%	94%	94%	92%	91%	95%	91%	89%				
ST GEORGES HEALTHCARE NHS TRUST	91%	98%	93%	90%	89%	97%	89%	93%				
SURREY & SUSSEX HEALTHCARE (surrey)	93%	91%	93%	88%	89%	86%	86%	86%				
SURREY AND BORDERS PTNSHIP NHS TRUST	96%	97%	96%	97%	98%	87%	94%	93%				
SURREY COMMUNITY HEALTH	88%	88%	85%	81%	88%	78%	84%	83%				
SURREY HOSPICES	80%	100%	100%	100%	100%	89%	88%	100%				
SURREY PCT	91%	87%	88%	88%	81%	86%	82%	79%				
Not Assigned	#N/A	#N/A	#N/A	100%	#N/A	#N/A	#N/A	100%				
TOTAL	93%	91%	92%	90%	90%	90%	88%	89%				
RECORDS	74%	72%	78%	79%	81%	80%	75%	79%				

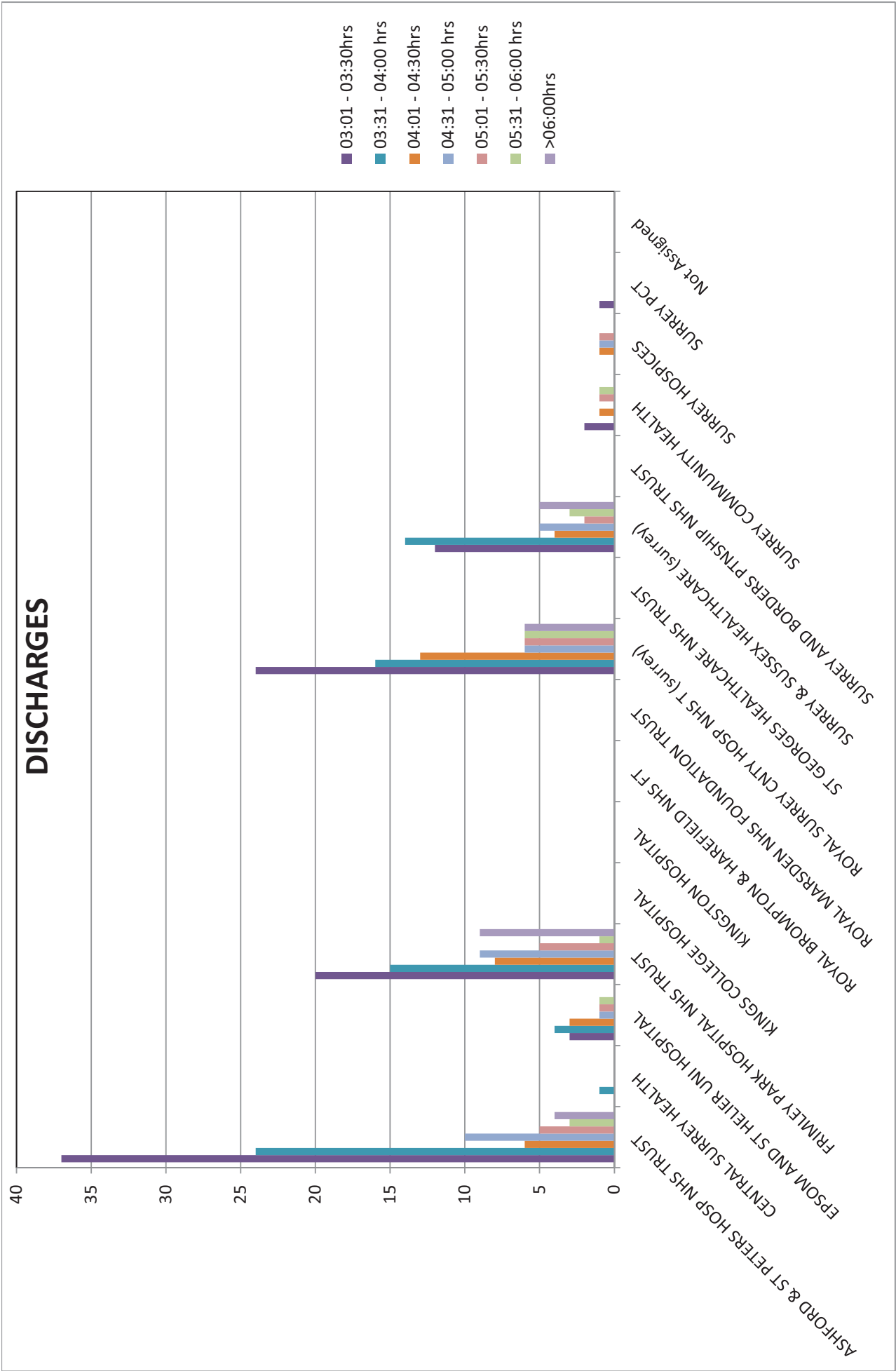


ARRIVALS	On Time												Total	OnTheDay %OTD
	1-15 mins	16-30 mins	31-45 mins	46-60 mins	> 61 mins	01:00 - 01:15hrs	01:16 - 01:30hrs	01:31 - 01:45hrs	01:46 - 02:00hrs	02:01 - 02:30 hrs	02:31 - 03:00hrs	03:01 - 03:30hrs		
ASHFORD & ST PETERS HOSP NHS TRUST	593	145	79	58	37	28	940	16	2%					
CENTRAL SURREY HEALTH	87	17	7	5	2	0	118	0	0%					
EPSOM AND ST HELLER UNI HOSPITAL	266	71	36	28	14	19	434	10	2%					
FRIMLEY PARK HOSPITAL NHS TRUST	543	124	66	43	8	24	808	14	2%					
KINGS COLLEGE HOSPITAL	0	0	1	0	0	0	1	0	0%					
KINGSTON HOSPITAL	63	24	7	4	6	0	104	0	0%					
ROYAL BROMPTON & HAREFIELD NHS FT	2	1	0	1	1	1	6	0	0%					
ROYAL MARSDEN NHS FOUNDATION TRUST	189	26	20	19	9	20	283	5	2%					
ROYAL SURREY CNTY HOSP NHS T (surrey)	587	122	64	51	31	30	885	12	1%					
ST GEORGES HEALTHCARE NHS TRUST	75	15	7	13	3	13	126	1	1%					
SURREY & SUSSEX HEALTHCARE (surrey)	286	59	36	25	5	6	417	4	1%					
SURREY AND BORDERS PTNSHIP NHS TRUST	115	23	17	6	5	4	170	1	1%					
SURREY COMMUNITY HEALTH	84	7	8	4	2	1	106	3	3%					
SURREY HOSPICES	4	3	2	0	0	0	9	0	0%					
SURREY PCT	108	14	8	4	2	7	143	0	0%					
Not Assigned	0	0	0	0	0	0	0	0	0%					
TOTAL	3002	651	358	261	125	156	4553	66	1%					

DEPARTURE	On Time												Total	OnTheDay %OTD
	01:00 - 01:15hrs	01:16 - 01:30hrs	01:31 - 01:45hrs	01:46 - 02:00hrs	02:01 - 02:30 hrs	02:31 - 03:00hrs	03:01 - 03:30hrs	03:31 - 04:00 hrs	>04:01hrs	>06:00hrs				
ASHFORD & ST PETERS HOSP NHS TRUST	737	44	35	32	22	15	10	3	2	925	76	8%		
CENTRAL SURREY HEALTH	106	4	3	0	0	0	0	0	0	116	2	2%		
EPSOM AND ST HELLER UNI HOSPITAL	321	30	23	11	12	16	6	1	1	422	39	9%		
FRIMLEY PARK HOSPITAL NHS TRUST	646	39	24	19	10	13	7	5	2	767	49	6%		
KINGS COLLEGE HOSPITAL	5	0	0	1	0	0	0	0	0	6	0	0%		
KINGSTON HOSPITAL	71	4	5	4	1	7	1	0	0	93	7	8%		
ROYAL BROMPTON & HAREFIELD NHS FT	5	0	0	0	0	0	0	0	0	5	0	0%		
ROYAL MARSDEN NHS FOUNDATION TRUST	202	10	8	3	3	3	1	2	0	233	29	12%		
ROYAL SURREY CNTY HOSP NHS T (surrey)	665	64	41	31	28	34	11	6	2	887	57	6%		
ST GEORGES HEALTHCARE NHS TRUST	106	3	4	5	0	1	0	1	0	120	1	1%		
SURREY & SUSSEX HEALTHCARE (surrey)	322	13	16	9	9	4	5	1	2	381	31	8%		
SURREY AND BORDERS PTNSHIP NHS TRUST	146	6	3	0	3	1	1	0	0	160	0	0%		
SURREY COMMUNITY HEALTH	79	1	4	0	1	0	0	1	0	86	0	0%		
SURREY HOSPICES	6	0	2	0	1	0	0	0	0	9	0	0%		
SURREY PCT	126	2	2	1	4	2	2	0	1	140	2	1%		
Not Assigned	0	0	0	0	0	0	0	0	0	0	0	0%		
TOTAL	3543	220	170	116	94	107	51	26	12	4350	293	7%		

DISCHARGE	On Time												Total	OnTheDay %OTD
	02:01 - 02:30 hrs	02:31 - 03:00hrs	03:01 - 03:30hrs	03:31 - 04:00 hrs	04:01 - 04:30hrs	04:31 - 05:00 hrs	05:01 - 05:30hrs	05:31 - 06:00 hrs	>06:00hrs					
ASHFORD & ST PETERS HOSP NHS TRUST	559	52	35	37	24	6	10	5	3	735	551	75%		
CENTRAL SURREY HEALTH	28	1	1	0	1	0	0	0	0	31	6	19%		
EPSOM AND ST HELLER UNI HOSPITAL	102	9	14	3	4	3	1	1	1	138	83	60%		
FRIMLEY PARK HOSPITAL NHS TRUST	342	42	28	20	15	8	9	5	1	479	307	64%		
KINGS COLLEGE HOSPITAL	0	0	0	0	0	0	0	0	0	0	0	0%		
KINGSTON HOSPITAL	1	0	0	0	0	0	0	0	0	1	0	0%		
ROYAL BROMPTON & HAREFIELD NHS FT	0	0	0	0	0	0	0	0	0	0	0	0%		
ROYAL MARSDEN NHS FOUNDATION TRUST	7	1	0	0	0	0	0	0	0	8	3	38%		
ROYAL SURREY CNTY HOSP NHS T (surrey)	274	28	33	24	16	13	6	6	6	412	265	64%		
ST GEORGES HEALTHCARE NHS TRUST	1	0	0	0	0	0	0	0	0	1	0	0%		
SURREY & SUSSEX HEALTHCARE (surrey)	240	29	19	12	14	4	5	2	3	333	227	68%		
SURREY AND BORDERS PTNSHIP NHS TRUST	10	1	1	0	0	0	0	0	0	12	4	33%		
SURREY COMMUNITY HEALTH	44	4	5	2	0	1	0	1	1	58	10	17%		
SURREY HOSPICES	20	3	1	0	0	1	1	1	0	27	5	19%		
SURREY PCT	10	1	0	1	0	0	0	0	0	12	4	33%		
Not Assigned	0	0	0	0	0	0	0	0	0	0	0	0%		
TOTAL	1638	171	137	99	74	36	32	21	15	2247	1465	65%		





Monthly Data

KPI Ref;	Key Performance indicator	Frequency	Target	ACTUAL	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Comments
1	Audit of hand hygiene, spot checks	Y	100.00%	100.00%													Ongoing process, detailed report available quarterly.
1a	PTS Staff complete infection prevention training and hand hygiene assessment. (e-learning)	Y	100.00%	100.00%													
2	All Staff will have/receive the necessary immunisation, 100% valid immunisation with staff	M	100.00%	100.00%													
3	All new staff to receive training	M	100.00%	100.00%													
3a	Training plans/records upto date and available	M	100.00%	100.00%													
3b	All new staff must receive Trust induction training within 4 weeks of starting work.	M	100.00%	100.00%													
4	Driving licences must be checked every 6 months and a full report submitted to the Authorised Officer for the Trust.	BA	100.00%	100.00%													
4a	All staff to have been extended CRB vetted and passed in accordance with the Trust Policies.	Q	100.00%	100.00%													There is 1 outstanding CRB renewal due for this period.
5	Equality and Diversity training that is compliant with national statutory obligations. (SAM training)	Q	100.00%	54.00%													
6	Mandatory training Skills Framework - compliance with mandatory national and local standards. (e-Learning and SAM)	Y	100.00%	56.00%													
7	Clinical staff professional registration. Trainers and people required to be clinically registered.	Y	100.00%	100.00%													
8	Positive treatment of people with learning disabilities - Compliance against statutory obligations (SAM)	Y	100.00%	54.00%													
9	Safeguarding children and vulnerable adults - Compliance with national standards and statutes. (e-Learning)	Y	100.00%	100.00%													
10	Dress Code - Staff to comply with local uniform policy	Q	100.00%	100.00%													
11	Yearly reminder of drink, drug and smoking policy (SAM)	Y	100.00%	54.00%													
12	Yearly reminder of drink, drug and smoking policy (SAM)	M	5.00%	0.00%													
12a	Sickness Levels (>95% = green, 91-94% = Amber, <90% = Red)	M	100.00%	88.51%													
13	PTS structure in place and available to Commissioners and Healthcare providers	M	100.00%	100.00%													
14	Vehicle Compliance with Department of Transport legislative requirements and British Safety Standards or equivalent	Y	100.00%	100.00%													
15	All vehicles have current MOT	Y	100.00%	100.00%													
15a	All vehicles have vehicle excise licence and insurance	Y	100.00%	100.00%													
15b	Compliance with vehicle deep cleaning, Swab testing.	Q	100.00%	93.40%													
16	Interior cleaning to be compliant with standard in contract.	Q	100.00%														Data being compiled. Available next month.
16a	Exterior cleaning to be compliant with standard in contract	Q	100.00%														
17	Vehicle mileage to be recorded daily, accidents and incidents to be recorded and reported.	Q	100.00%	100.00%													
18	Driving standards audits completed and available, CPC STANDARDS	Q	100.00%	100.00%													
19	Specialist vehicles available as required in the contract	M	100.00%	100.00%													If SECAmb specialist vehicle not available then journey is out sourced.
20	Vehicle Availability	M	100.00%														This is reported quarterly, report now available.
21	Patient Experience, patients surveyed. 5% CAPTURED BY Q2.	Q	5.00%	14.00%													
22	Complaints- reply within 25 days. (PTS ONLY)	M	95.00%	100.00%													All complaints receive an initial response within 25 working days. Full complaints and PALS report available.
23	SIRs closed within 60 days	MINAF	100.00%	100.00%													
24	Compliance with internal and external inspection recommendations	Y	100.00%														Awaiting full COC recommendations

KPI Ref;	Key Performance indicator	Frequency	Target	ACTUAL	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Comments
24a	Performance - arrival % patients will arrive no more than 15 minutes after their appointment time.	M	95.00%	80.00%	✘	✘	✘	✘	✘	✘	✘	✘					
25	Performance - arrival % patients will arrive no more than 45 minutes before their appointment.	M	95.00%	89.00%	✘	☹	☹	✘	✘	✘	✘	✘					
25a	Performance - departure % patients will be collected within 60 minutes of their planned collection time	M	95.00%	80.00%	✘	✘	✘	✘	✘	✘	✘	✘					
26	Performance - discharge % patients will be collected within 120 minutes of the booked to travel time	M	95.00%	83.00%	✘	✘	✘	✘	✘	✘	✘	✘					
27	Calls to be answered within 60 seconds / or call back within 15 minutes	M	95.00%														
29	Activity rate	M	5.00%														
30	Patient journeys cancelled by SECAMB as % of all journeys	M	0.00%					✘	✘								
31	Abortive journeys kept to minimum	M	10.00%	12.00%	✘			✘	☹								
32	All minors to be accompanied by a responsible adult.	M	100.00%	79.00%	☹												
33	Patients should be contacted prior to PTS arriving with confirmation of expected time of arrival when being collected from a place of residence	M	90.00%														
34	Major incident and contingency plans to be updated regularly and made available.	Q	100.00%	100.00%	✔			✔	✔	✔	✔	✔					
35	All reports submitted to the trust must be accurate and delivered within 10 working days of end of month	M	100.00%	100.00%	✔			✔	✔	✔	✔	✔					
36	Audit plans to be implemented and complete	Y	100.00%														Awaiting full COC recommendations
38	Direct reporting of SJRIs to PCT in line with current PCT guidelines	Q	100.00%	100.00%	✔			✔	✔	✔	✔	✔					
39	Green travel plans. (q1=baseline measure, q2=Plan.q3&4= To be delivering)	Q	100.00%														