

SURREY CCG

COMMISSIONING PTS

**PRESENTATION TO SURREY HEALTH SCRUTINY
COMMITTEE**

Richard Penney

Samantha Stanbridge

SECAMB/CBS Patient Transport (PTS)

- Tendered and awarded Oct 2012
- 3 Year duration
- Covers 210,000 journeys
- Surrey Registered or Resident Patients
 - Travelling to Surrey healthcare facilities and to out of county healthcare facilities
- Berkshire Patients travelling to Surrey Healthcare facilities
- Max 17% on day bookings

SECAMB Operating Times

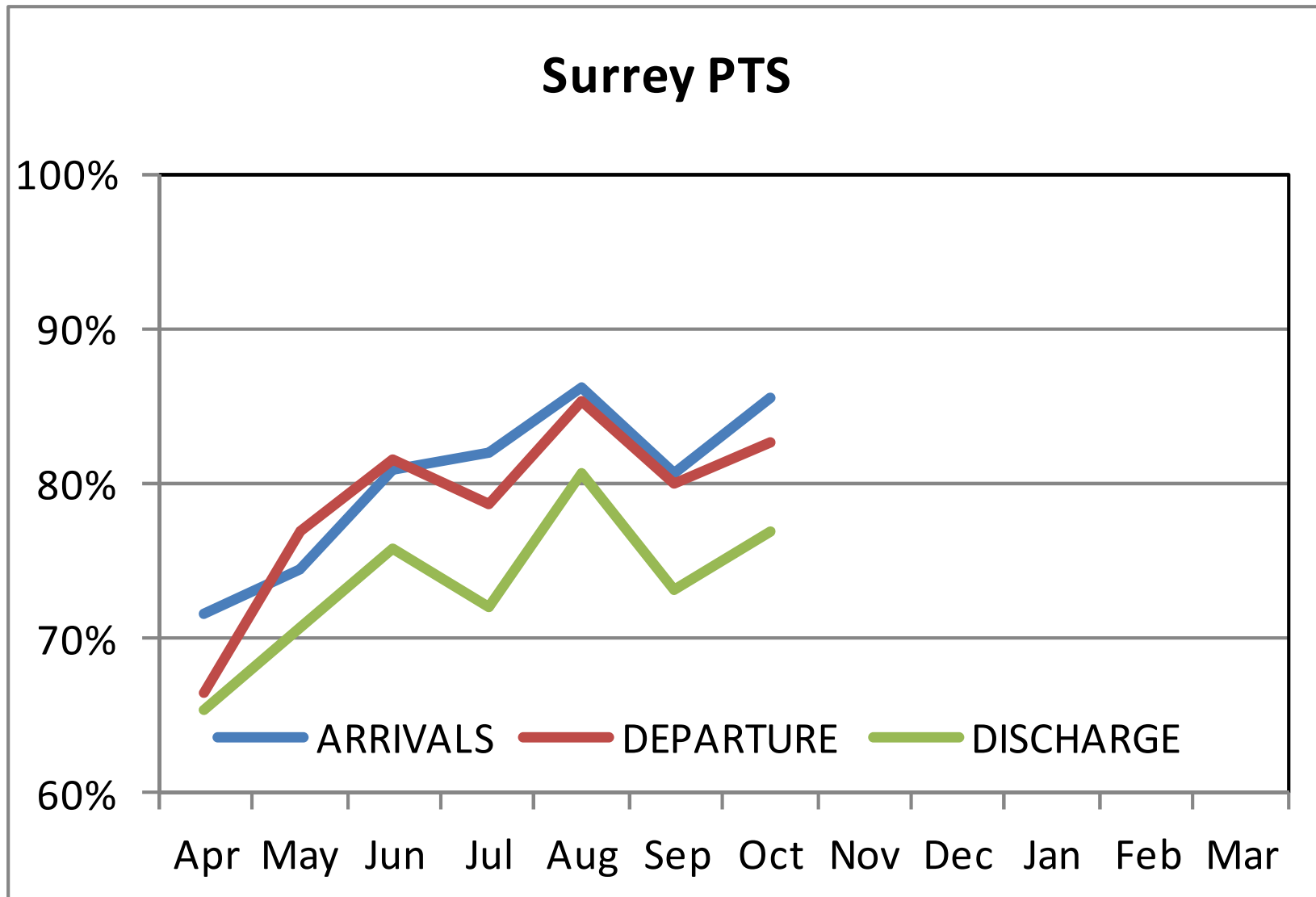
- Outpatient Clinic Journeys
 - Monday to Saturday, from 0800hrs to 2000hrs
- Regular Appt Clinics i.e. Renal, chemotherapy
 - Monday to Saturday, from 0800hrs to 2300hrs
- Ward Discharges
 - 0800hrs- 2100hrs (last patient being discharged at 2100hrs)). Last booking to be made at 2000hrs.
- Accident and Emergency Discharges
 - Accident and Emergency discharges will operate between 0800hrs – 2300hrs. Last booking to be made by 2200hrs.

Central Booking System (Surrey CC)

- Operates
 - Monday to Friday from 0900hrs to 17.00hrs
 - Takes only pre-planned journeys
 - From patient or HCP
 - Applies Eligibility criteria
 - 5131 Calls Offered in October

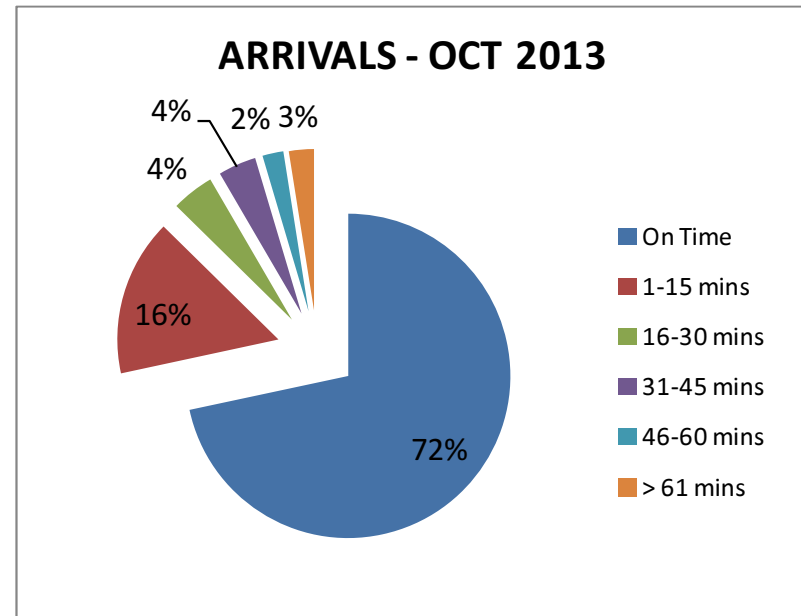
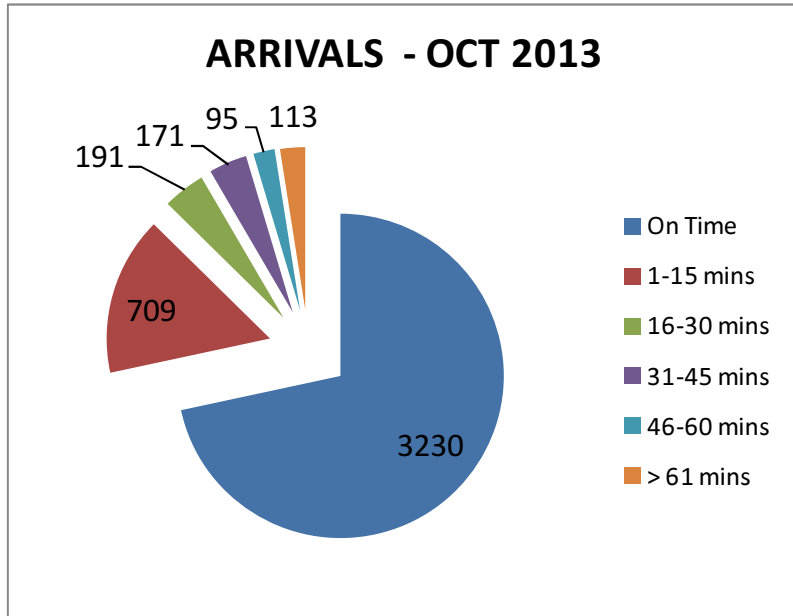
KPI	Performance Standard	Values	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
90% of calls to be answered within 60 seconds	90%	Service Level	56%	62%	80%	73%	60%	58%	73%
100% of calls to be answered within 120 seconds (based on average speed of answer)	100%	Service Level	82%	84%	89%	86%	77%	74%	85%

SECAMB Performance

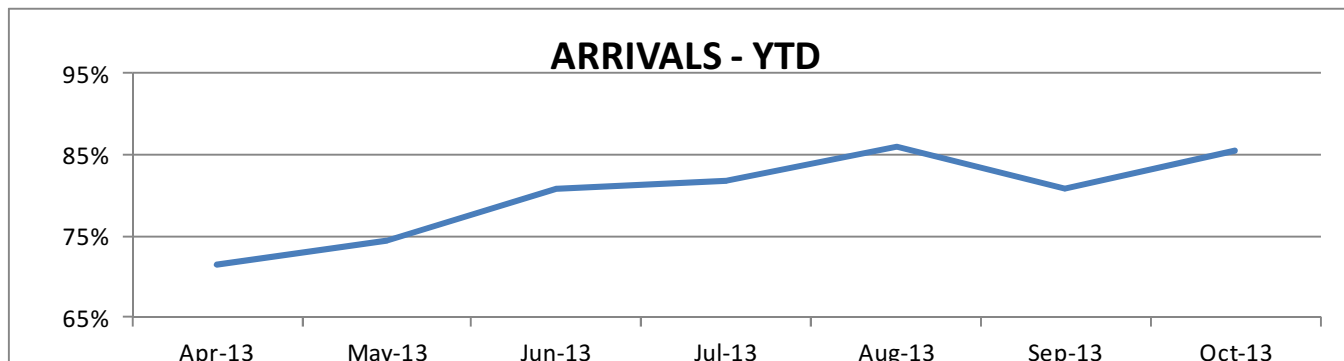


Arrivals

95% to arrive within 45 minutes before and 15 minutes after appt time



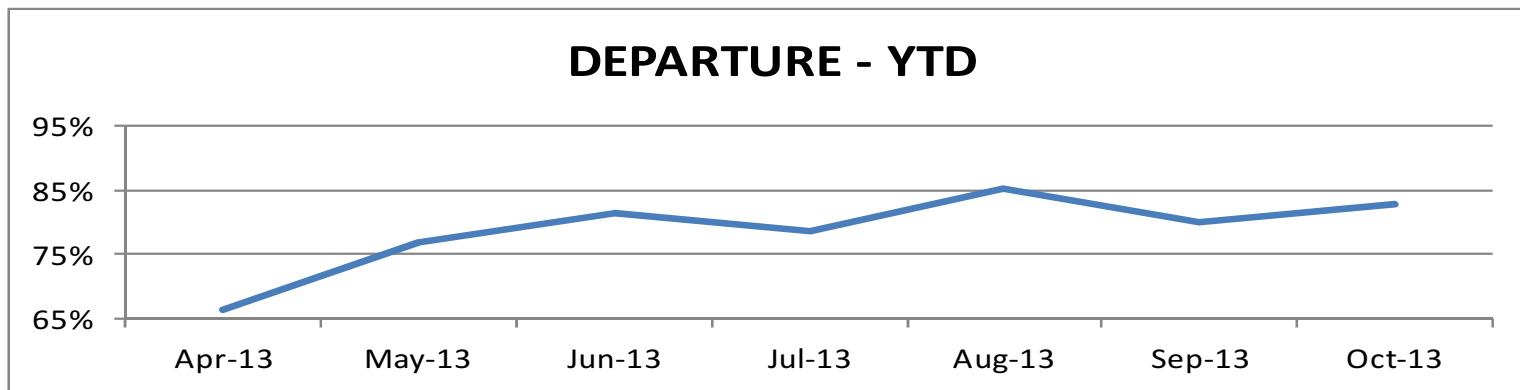
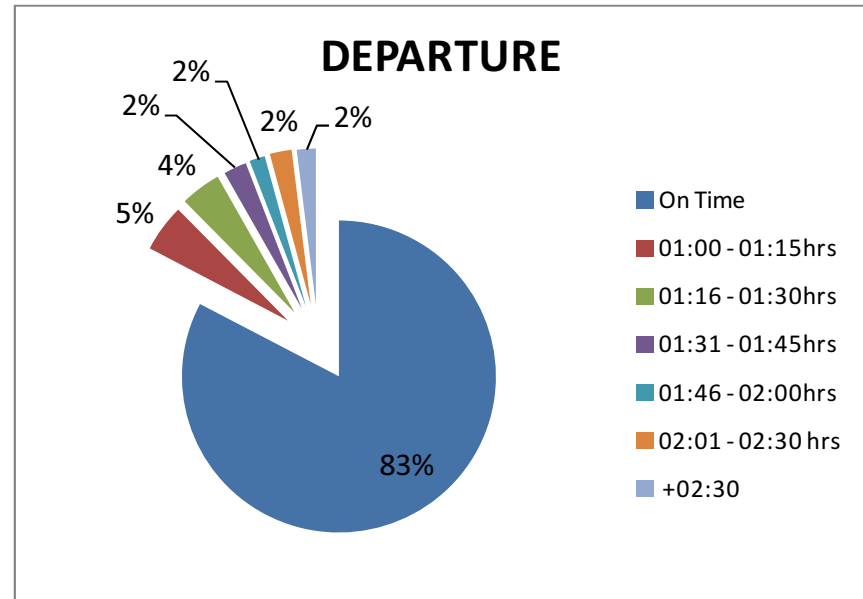
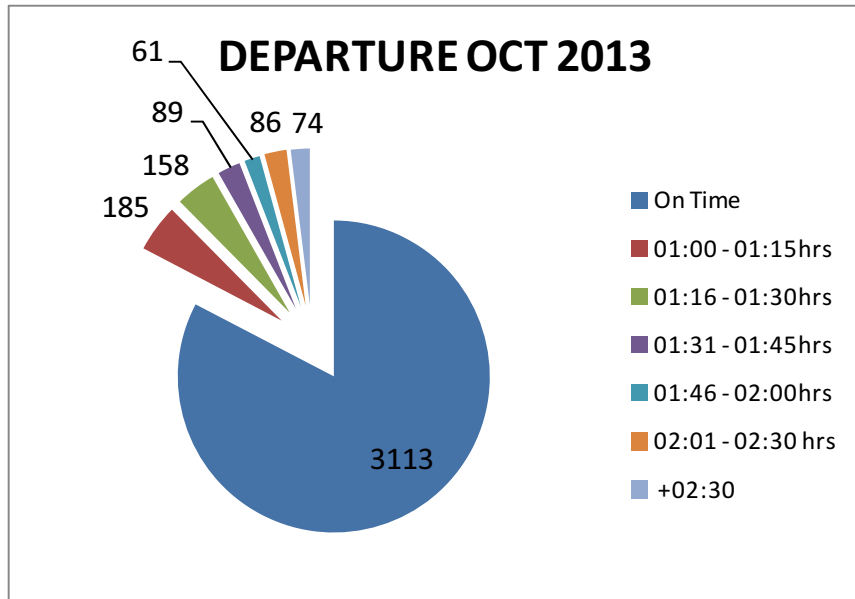
Page 26



Departure

95% collected no more than 60 minutes after planned pick up

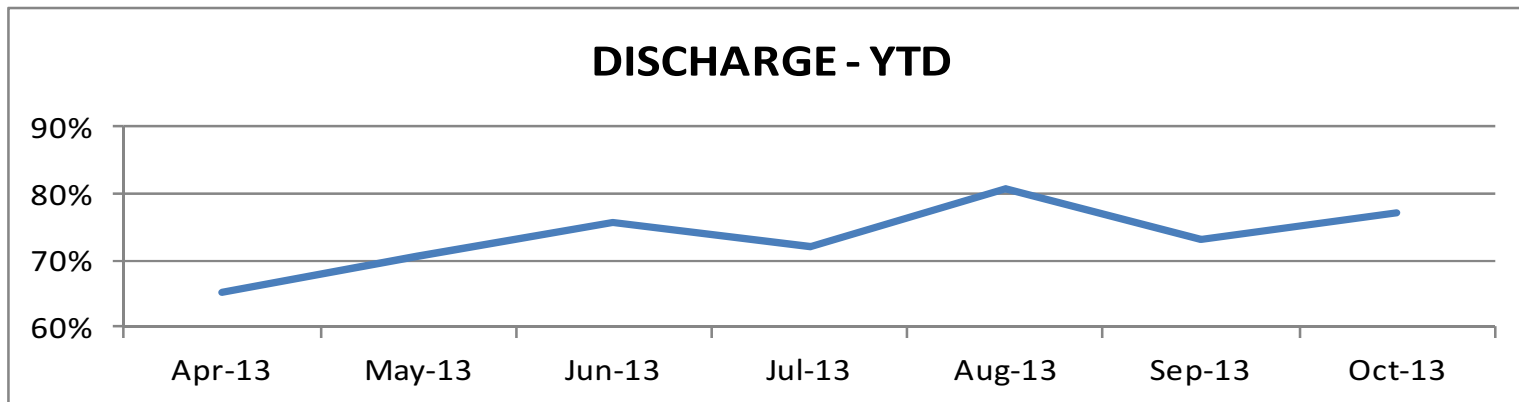
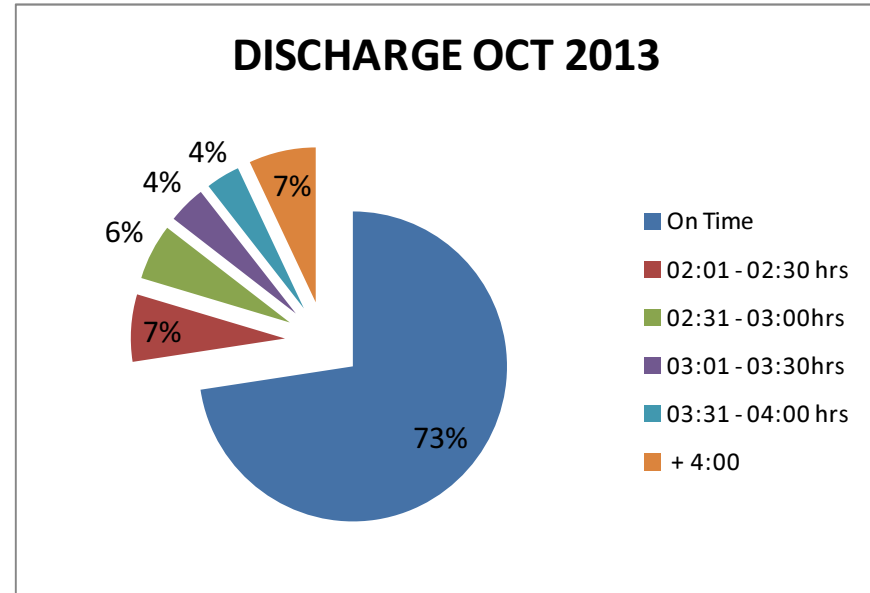
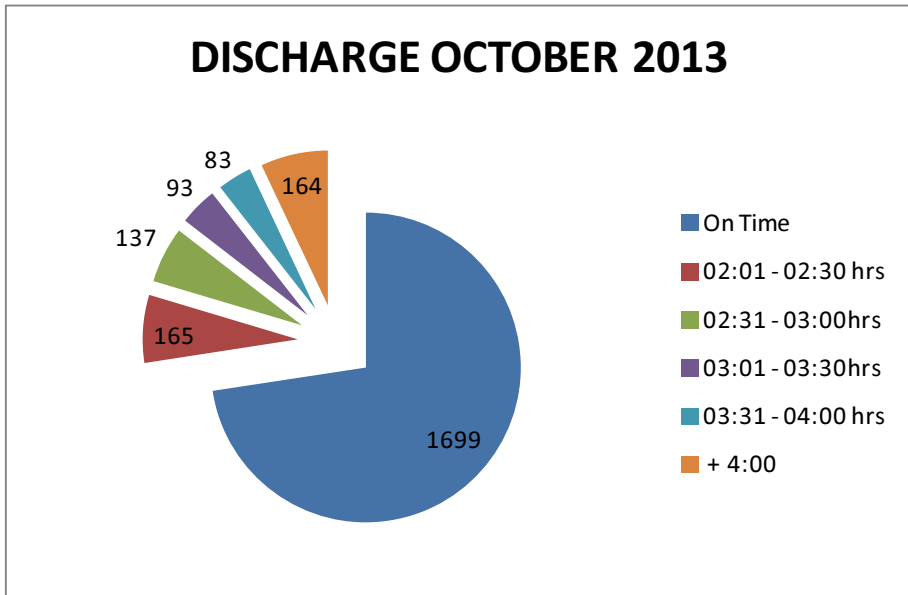
Page 27



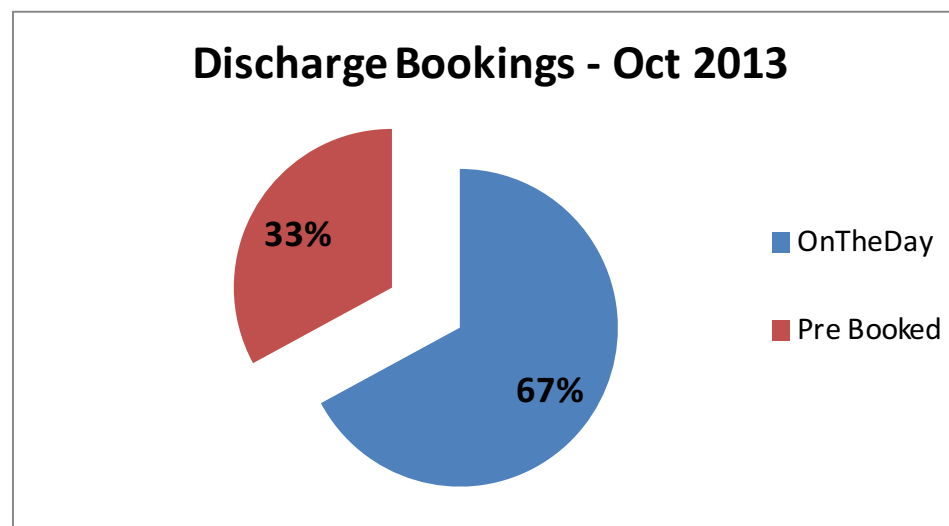
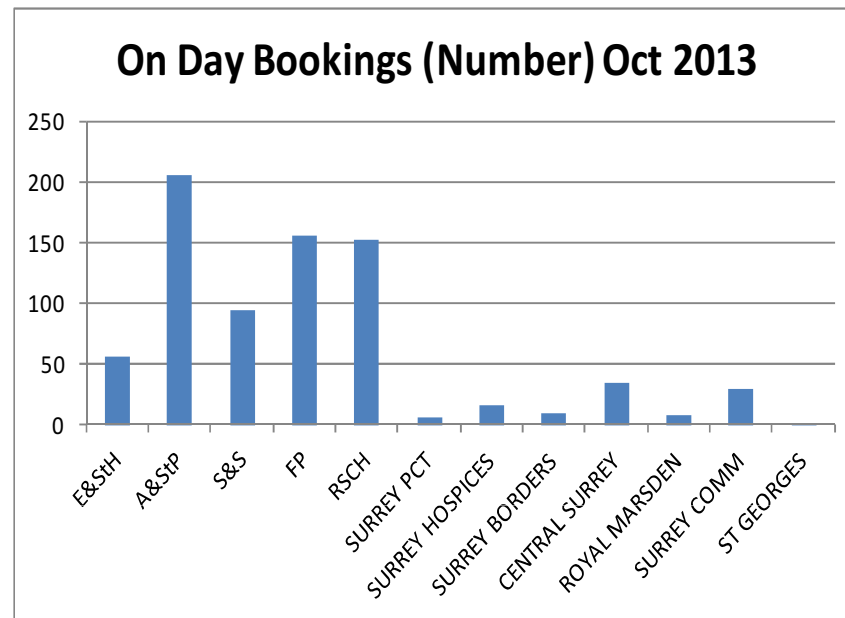
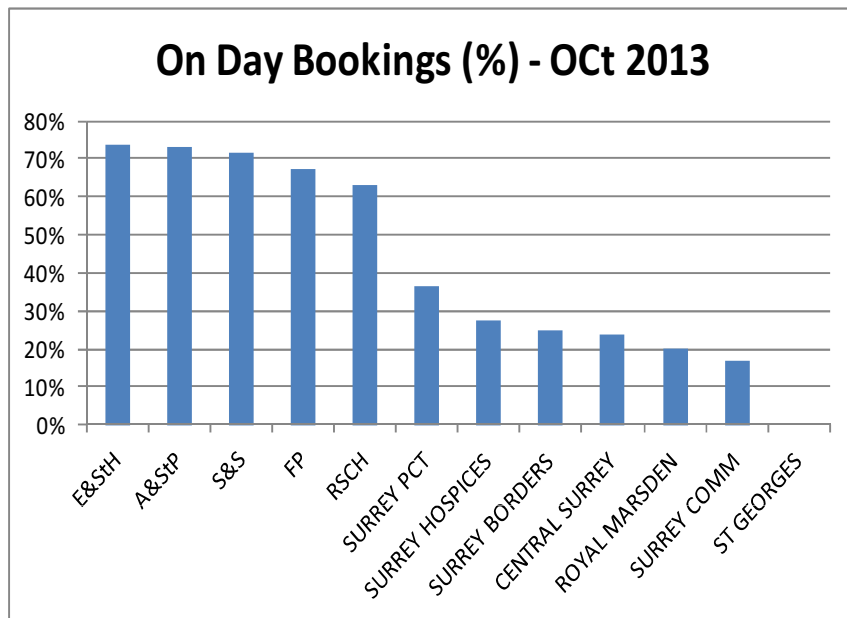
Departure

95% picked up no more than 120 minutes after being booked ready

Page 28



DISCHARGE BOOKINGS



Complaints - Patient

- Policy and Process in place
- Using Datix system from 1/10/2013
- Make complaint within 12 months of incident
- If formal in writing via Complaints or PALS
- Acknowledged in 3 working days
- Response within 25 working days
- If not satisfied raise with SECAMB or Ombudsman

complaints@secamb.nhs.uk

Complaints

Health Care Professionals/Organisations

- E-mail the complaint or incident form to SECAMB at PTSSurrey@secamb.nhs.uk
 - Patients name
 - Date of incident
 - Description of incident/event
- Acknowledged within 48 hours identifying the allocated SECAMB investigating manager/ Team Leader.
- A response will be provided back to the stakeholder within 10 working days.
- Using Datix system from 1/10/2013
- Monthly report

Complaints & HCP Feedback

- October 2013
 - 46 PALS (incl HCP feedback)
 - 6 Formal Complaints
 - Timeliness
 - Transport not attending
 - Staff Attitude
 - Standard of driving

Actions

- Strengthened Interim Commissioning arrangements
- Created new PTS governance structure
- Created separate Contract/Performance and Operational meet
- Identified all key areas for improvement
- Created first draft Improvement Plan

Key Improvement Areas

- Meeting KPI's
 - Eligibility Criteria
 - Activity
 - E-booking
 - IT / booking system issues
 - Prioritising patients
 - On day communication and cancellations
 - Staff sickness and attitude
 - Provider Capacity/Efficiency
 - Data and reporting
 - Strength of Commissioning and overall governance

Other Issues

- Wheelchair anchoring
 - All vehicles reported by SECAMB as having been fitted with appropriate anchoring mechanisms

This page is intentionally left blank