

Wellbeing and Health Scrutiny Board
 14 Sept 2016

Re-commissioning of Patient Transport Services and NHS 111

Purpose of the report:

The Board will be provided with an update on the re-commissioned Patient Transport Service and improvements expected under the new contract arrangements.

The Board will also be provided with an update on the re-commissioning and public engagement plans for the NHS111 service.

The Board is asked to **note** the content of the update/presentation and suggest any recommendations or further actions to be taken into consideration if required.

Introduction

1. NHS North West Surrey Clinical Commissioning Group (CCG) is leading on the re-commissioning of Patient Transport Services and NHS111 on behalf of a number of Surrey CCGs. This report and attached presentation will provide the Board with an update on progress of each of the procurements, the expected improvements and timescales for the new services.

Re-commissioned Patient Transport Service

2. North West Surrey CCG has led the procurement process for a new Patient Transport Service on behalf of:
 - East Surrey CCG
 - Guildford & Waverley CCG
 - Hounslow CCG
 - North East Hampshire & Farnham CCG
 - North West Surrey CCG
 - Surrey Heath CCG
3. The procurement process has now concluded with each CCG Governing Body Committee's approving the Recommended Preferred bidder (subject to contract signature) – South Central Ambulance Service (SCAS).

4. A presentation will be provided to the Board outlining the public and stakeholder engagement undertaken, key features of the new service model and expected improvements of the new service.

Re-commissioning of NHS111 Service

5. North West Surrey CCG is leading on the procurement process for a new NHS111 Service on behalf of:
 - Guildford & Waverley CCG
 - North West Surrey CCG
 - Surrey Downs CCG
 - Surrey Heath CCG
6. The procurement process is in its very early stages and public / stakeholder engagement will be undertaken in due course, replicating the successful approach used for the Patient Transport Services procurement process.
7. A presentation will be provided to the Board outlining the public and stakeholder engagement plans and expected developments of the new service.

Conclusions:

8. North West Surrey CCG is committed to engage with patients, the public and stakeholders and utilise best practice gained from previous procurement processes.

Public Health Impacts

9. As each new service becomes live, there will be an improvement in the patient experience.

Recommendations:

10. The Board is asked to **note** this report/update.

Next steps:

11. The Patient Transport Service will commence mobilisation from September 2016 and go live in April 2017. The Patient Transport Service Patient Advisory Group will be fully engaged in the communication and engagement plans to inform patients of the new service.
 12. The public will be invited to provide feedback and input into the new NHS111 service specification as the procurement progresses.
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Sources/background papers: see attached - Wellbeing and Health Scrutiny
Brd presentation 14.9.16.pptx

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