

Item and Reference: North West Surrey CCG: Re-commissioning of the Patient Transport Service, SC091

Date: 14 September 2016

Recommendations:

1. That NW CCG clarify the governance arrangements around integration with community transport;
2. That NW CCG provide a further update to the Board following transition and contract mobilisation.

Response to Recommendation 1:

The Validation Process for Community Transport Providers is outlined below:

- Each provider South Central Ambulance Service (SCAS) use, regardless of ad hoc or contracted activity goes through a validation process before they are set up and used to support NEPTS activity:

Insurance

- Insurance cover appropriate to delivery of service

Employee information checks

- Uniforms and IDs
- DBS Checks
- Driving License checks
- Staff Competency

Vehicle/Equipment/Premises Checks

- Safely and securely convey patients
- Vehicle checks – MOT, Road Worthiness
- Equipment checks
- Cleanliness and safety checks

Training/Health and Safety Requirements

- Training records up to date and monitored

Corporate information

- Standard operating procedures and policies reviewed/evidenced.

Each Provider has to meet the above requirements to undertake patient journeys. All Community Transport Providers involved in our contract have passed this validation process. The process is audited on a yearly basis, however if there are

any concerns raised as part of an incident/complaint, then SCAS will do a spot check and if necessary agree plans to improve the position or remove the provider from the approved provider list - but only where improvements cannot be made to a satisfactory level and patient safety is compromised.

Response to Recommendation 2:

The contract is due to go-live on 1st April 2017, and it is proposed that the Board is provided with an update to the Board at the end of Quarter 1 – end June. This would allow for a more comprehensive account of the new service, its performance and improvements, once it has had a chance to settle in.

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