



# PTS update

- SECAmb awarded Surrey PTS contract  
1<sup>st</sup> April 2012 go live 1<sup>st</sup> October 2012
- Contract covers Surrey, North Hampshire  
and Berkshire
- Secondary work cross border with  
Hounslow, Richmond & Twickenham,  
Sutton and Merton, Kingston for Surrey  
Patients





# PTS Update

- Where are we now 6 month's post go live?
- What's working;
- New fleet (60 vehicles) rolled out across surrey mid February 13
- Delivering 18,000 transports a month (Surrey)
- 85% of patient transports on time
- 91% of patients on vehicle for less than an hour
- Good working relationship with SCC





# PTS Update

- + What's working continued
- + Working with patient groups to agree the application of the eligibility criteria
- + Plan for roll out of the technical solution for booking service with SCC developed
- + Plan for roll out of ebooking solution to Hospital Trusts in development
- + Workshop with Acute Trusts to work through issues held 6<sup>th</sup> March
- + Contract meetings in place





# PTS Update

- + What's going less well;
- + Underpinning contracts for PTS not agreed (as at 20<sup>th</sup> Feb) with NHS Surrey
- + Underpinning contract for Booking Solution not agreed(as at 20<sup>th</sup> Feb) with NHS Surrey
- + Roll out of technical solution for eligibility criteria delayed to September 13
- + Delays to or missed appointments still happening (<0.5%)





# PTS Update

- Solutions
  - Short term
    - All team leader posts and operational manager posts fully recruited to
    - Monthly meeting with Trusts and Commissioners to resolve issues
  - Longer term
    - New rotas in place 1<sup>st</sup> April – right resource right time right location
    - Technical solutions for CBS and ebookings in place



# CFRS

- + CFRS 13
- + Members 167
- + Staff responders 26
- + Co responder schemes 10





South East Coast Ambulance Service  
NHS Foundation Trust

# Q&A Session



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