

Health Scrutiny Committee

18 September 2013

Patient Transport Service

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Purpose of the report: scrutiny of the Patient Transport Service

1. Introduction

The Surrey PTS Contract went out to tender in 2012 and was awarded to South East Coast Ambulance NHS Foundation Trust as the transport provider. In summary this service is for all Surrey GP registered patients traveling in or out of Surrey (for any NHS treatment site) up to 55 miles (one way). Surrey County Council was appointed as the Central Booking Service (CBS) for patients to call and book their transport. The new service (contract) went live 1st October 2012 and is a 4 year contract.

From the go live date there was a lack of contract management from the Surrey PCT. It was not until February 2013 that this was rectified where monthly contract review meetings were organised and the contract agreed and signed in June 2013.

2. Service Delivery

The delivery of this contract for the first 6 months was very poor which was recognised both by SECAmb and the Contract Manager.

Since this time the performance KPI's have been agreed (April 2013). They are:-

1. Inward journey, patient is to arrive 45 minutes before or up to 15 minutes after, 95% of patients.
2. Return journey, patient is to be picked up within 60 minutes of the appointment time – 95%
3. Up to a radius of 15 miles, patients to be on the vehicle no longer than 60 minutes – 95%
4. Any discharges have to be picked up within 2 hours – 95%

Whilst there was a delay in getting the contract documentation signed SECAmb were asked to produce a performance improvement plan with an agreed stepped performance improvement.

The main areas identified in the performance improvement plan were

1. Late transport after treatment
2. Discharges – delays and failures
3. Capacity/Resilience of resources
4. Complaint investigation/response times

Agreed stepped improvement against performance KPS's

June	July	August	September	October
75%	80%	85%	90%	95%

This was done as an overall average each month and by October for them all to be hitting 95%

- 7 Each month the actual performance against the agreed improvement has been monitored and is summarised in the next table.

Actual performance against KPI's

SURREY PATIENT TRANSPORT SERVICE													
SURREY	Arrival					Departure			Discharge			PERFORMANCE	
	JNYS	LATE	EARLY	NT EARL	NT LATE	JNYS	LATE	PERF	JNYS	LATE	PERF	AVGE	TRAJ
Apr-13	3481	1028	232	93.3%	70.5%	2472	827	66.5%	1346	534	60.3%	73%	65%
May-13	3526	929	273	92.3%	73.7%	3031	704	76.8%	1568	532	66.1%	77%	70%
Jun-13	3583	722	250	93.0%	79.8%	2820	521	81.5%	1811	527	70.9%	81%	75%
Jul-13	4048	779	391	90.3%	80.8%	3480	750	78.4%	2122	674	68.2%	79%	80%

Findings

Since April 2013 there has been a 10% improvement on patients arriving, 12% improvement on patient's departure and 8% on patient discharges so this continues to be in line with the performance improvement plan.

Overall KPI's are performing as agreed improvement by Trust is varied. All Acute PTS activity is over 80% for July apart from Royal Surrey and Ashford & St Peters Hospitals which remains to be a concern.

The other issue remaining is patients attending outpatient appointments who are waiting for unacceptable periods of time (over 2 hours from the requested pick up time) to be picked up.

Recommendations

- This contract should continue to be managed within the agreed contract.
- Partnership working with Acute Trusts to manage the flow of discharges trying to reduce the same day demand at short notice in the afternoon