

# KENT AND MEDWAY PATIENT TRANSPORT SERVICES

## UPDATE PROVIDED BY NHS WEST KENT CLINICAL COMMISSIONING GROUP

### 1. Summary

- 1.1 A new and improved patient transport service launched across Kent and Medway on 1 July 2016. Tough new measures to raise standards were introduced through the new contract, with greater emphasis on customer care and getting patients' home from hospital promptly.
- 1.2 The patient transport service provides free transport for people whose medical condition means they cannot get to or from their place of care (a hospital, hospice or clinic) in any other way. Eligible patients can book transport to get them to and from outpatient and inpatient appointments.
- 1.3 The procurement and mobilisation of the new service was led by NHS West Kent CCG. Medway CCG was part of the rigorous process working with both organisations and all the trusts in Kent and Medway to ensure a smooth handover for patients.
- 1.4 The new service is provided by G4S, which took over from NSL, whose contract expired on 30 June 2016.
- 1.5 G4S's performance is measured against the contractual requirements and performance targets. Contractual delivery requirements include adherence to a Patient Charter, developed by people who use patient transport services in Kent and Medway. There are tighter timescale targets for collecting and dropping off patients before and after their appointments or when going home after an inpatient stay.
- 1.6 The bookings line is a free phone number open 24 hours a day, seven days a week.

### 2. Mobilisation and progress to Business as Usual

- 2.1 Detailed Performance management meetings take place on a monthly basis to monitor performance and track progress towards full delivery of the Key Performance Indicators.
- 2.2 Since mobilisation in July, the trajectory of improvement has continued at a steady pace. Commissioners expect full delivery of the requirements of the new contract by the end of year one.
- 2.3 A report summarising the key performance issues is also prepared and scrutinised by the Project Board that has overseen the delivery of the project to procure and mobilise the service to date.
- 2.4 Two "true up" exercises are scheduled to take place after month three activity data has been validated and after month six activity has been validated. This is to ensure that the anticipated volumes of activity and allocated resources are accurate. Should there be a consistent variance of above or below 10% a contract rebalancing process will take place.

- 2.5 A patient engagement exercise to evaluate the impact of the service from a patient perspective is planned for the New Year. This will be led by the South East Commissioning Support Unit (CSU).

### **3. Mobilisation of Guys and St Thomas's Hospital trust and Kings College Hospital Trust outpatient and discharge transports.**

- 3.1 It was agreed prior to the mobilisation of the core contract in July that the mobilisation of outpatient and discharge journeys to and from Guys and St Thomas's Hospital Trust and Kings College Hospital Trust would be mobilised at a later date. This was to ensure that the mobilisation of core Kent and Medway activity was not compromised by these journeys.
- 3.2 This element of the contract will be mobilised on 1 February 2017.

### **4. Project Close down**

- 4.1 Given that the mobilisation of the above transports will not take place until 1 February 2017, it has been agreed that the Project Governance arrangements that are in place continue until 31 March 2017. This will ensure assurance, oversight, monitoring and review remains in place at a project level rather than moving at an earlier stage to full reliance on contract performance management.
- 4.2 It was felt that this was particularly necessary to assure:
- the successful delivery of the mobilisation of the additional lot 1 transports; and
  - oversight of the outcomes of the true up exercises and CSU led patient engagement plans.
- 4.3 A formal project review will take place during early March with the outcomes presented to the March Project Board. The review will measure how successfully the aims and objectives of the project have been delivered.

### **5. Next Steps**

- 5.1 Continue to assure and oversee the mobilisation of the service and support performance improvement to specified KPIs.
- 5.2 Ensure each of the three separate contracted services moves to a steady BAU state.
- 5.3 Prepare the plan for the CSU led service user engagement exercise in January.
- 5.4 Prepare for the mobilisation of additional lot 1 transports.