

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

17 OCTOBER 2017

KENT AND MEDWAY PATIENT TRANSPORT SERVICES – PERFORMANCE UPDATE

Report from: Ian Ayres, Accountable Officer - West Kent Clinical
Commissioning Group (CCG)

Author: Jon Pitt, Democratic Services Officer

Summary

This report provides the Committee with a performance update on the non-emergency Patient Transport Service (PTS) for Kent and Medway, which is delivered by G4S.

1. Budget and Policy Framework

- 1.1 Under the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013 the Council may review and scrutinise any matter relating to the planning, provision and operation of the health service in Medway. In carrying out health scrutiny a local authority must invite interested parties to comment and take account of any relevant information available to it, and in particular, relevant information provided to it by a local Healthwatch. The Council has delegated responsibility for discharging this function to this Committee and to the Children and Young People's Overview and Scrutiny Committee as set out in the Council's Constitution.
- 1.2 Under Chapter 4 – Rules, Part 4, paragraph 22.2 (c) terms of reference for Health and Adult Social Care Overview and Scrutiny Committee has powers to review and scrutinise matters relating to the health service in the area including NHS Scrutiny.

2. Background

- 2.1 G4S took over the running of the Kent and Medway Patient Transport Service (PTS) on 1 July 2016 from the previous provider NSL. The procurement and mobilisation of the new service was led by NHS West Kent CCG.
- 2.2 The new contract followed a robust procurement process, which had considered lessons learned from the previous contract.

- 2.3 The Committee last received an update on the Kent and Medway Patient Transport Service (PTS) at the December 2016 meeting. At this meeting the Committee was informed that mobilisation of the new contract had gone well. While it was recognised that the service required improvement, it was considered that the service at launch was already better than that provided by the previous contractor.
- 2.4 As the new contract had only been operational for five months, as of December 2016, there had not been sufficient performance data available to enable meaningful comparison of the data.
- 2.5 The Committee requested that data on the performance of G4S be provided later in 2017. This is attached as Appendix 1 of this report. The data presented covers the performance of the two contract lots, one being general patient transport journeys and the other being renal dialysis journeys.
- 2.6 Concerns set out in the performance update include the following:
- Vehicle and personnel resources available are not always sufficient to meet demand.
 - G4S performance against contractual KPIs in both contracts.
 - Complaints being at unprecedented levels and the way in which G4S is handling and responding to complaints.
- 2.7 The work being undertaken to address these concerns is set out in the report.

3. Risk Management

- 3.1 There are no specific risk implications for Medway Council arising directly from this report.

4. Legal and Financial Implications

- 4.1 There are no specific legal or financial implications for the Council arising directly from this report.

5. Recommendations

- 5.1 Members are asked to consider and comment on the update provided and to determine when a further update should be presented to the Committee.

Lead Officer Contact:

Ian Ayres, Accountable Officer, West Kent CCG E-mail: i.ayres@nhs.net

Appendices

Appendix 1- G4S Performance Summary – Medway CCG

Background papers

None.