

## HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

18 JANUARY 2018

### KENT AND MEDWAY PATIENT TRANSPORT SERVICES – PERFORMANCE UPDATE

Report from: Kristen Howard – Head of Contracts, Non-Acute NEL  
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#### 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 The terms of reference for the Health and Adult Social Care Overview and Scrutiny Committee (Chapter 4 Part 5 paragraph 21.2 (c) of the Constitution) includes 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 October 2017 meeting. The attached G4S performance update (Appendix 1) reflects the request made at this meeting for more detailed performance data to be provided as part of the next update to the Committee.

### **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

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#### **Appendices**

Appendix 1- G4S Performance Summary – Medway CCG

#### **Background papers**

None.