



*Brighton and Hove
Clinical Commissioning Group*

Sussex Patient Transport Service update

Health & Overview Scrutiny Committee - July 2016



Key service issues – July 2016

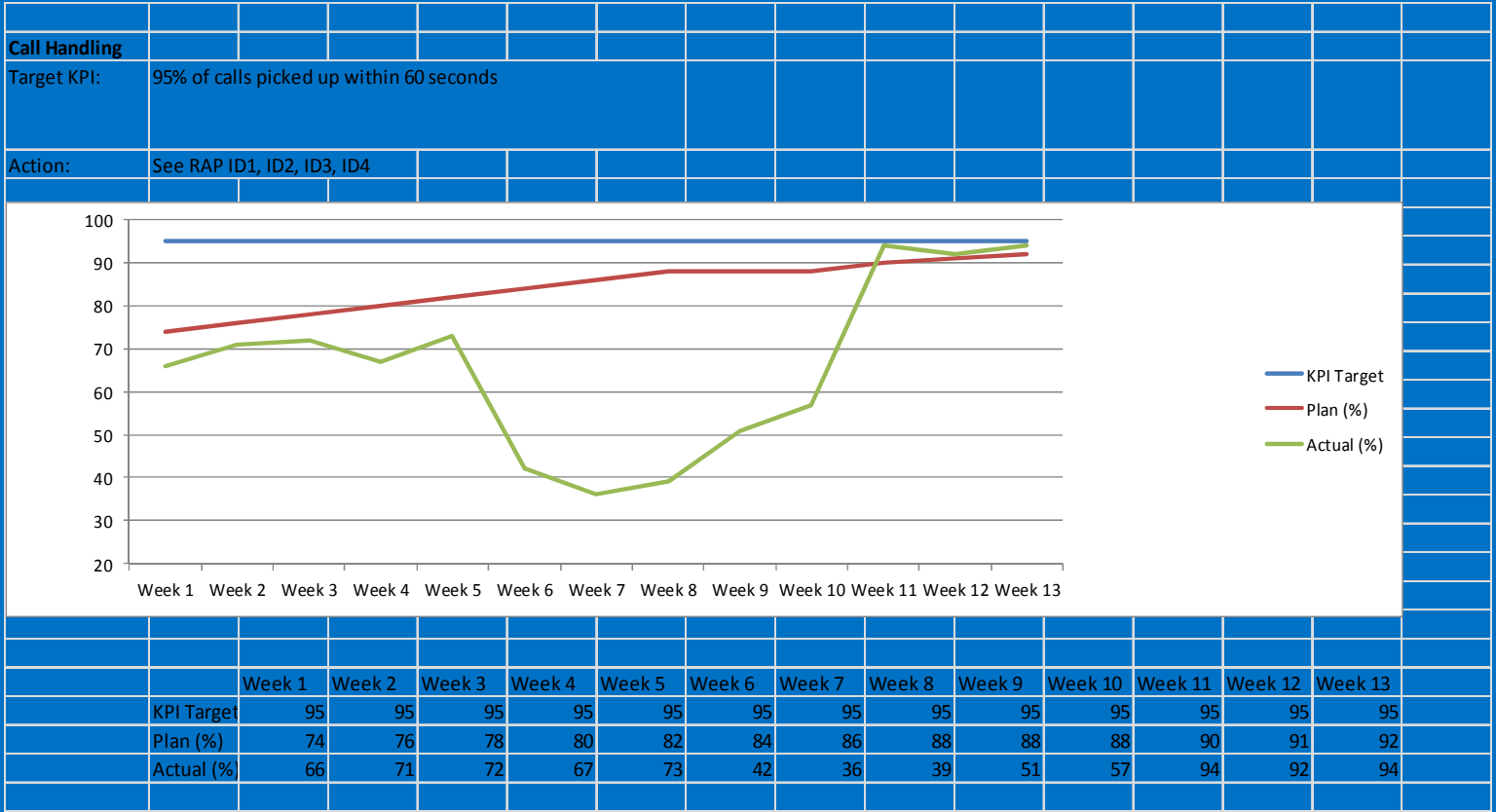
- **Issues related to patient transport vehicles:**
 - Improving patient transport service across Sussex, although some specific patient groups receiving a poor service
 - Receiver appointed to transport provider VM Langford Ltd
 - CCG are working with Coperforma to ensure that the mitigating plans they have put in place to minimise impacts on the delivery of patient transport are effective
 - CCG are working with Coperforma and unions (Unison & GMB) to ensure that any effect on staff is in keeping with employment legislation and good practice'
 - New transport providers Dockland Medical Services and Medi4 have signed contracts with Coperforma that will enable ex SECamb drivers from VM Langfords to move to the new providers and retain their NHS T&C and pension.
- **Complaints & incidents (service exceptions):**
 - Number of complaints, incidents and regarding patient transport reducing
 - Coperforma is in the process of responding to and addressing the backlog of complaints
 - Coperforma is in the process of investigating and responding to the backlog of service exception incidents.

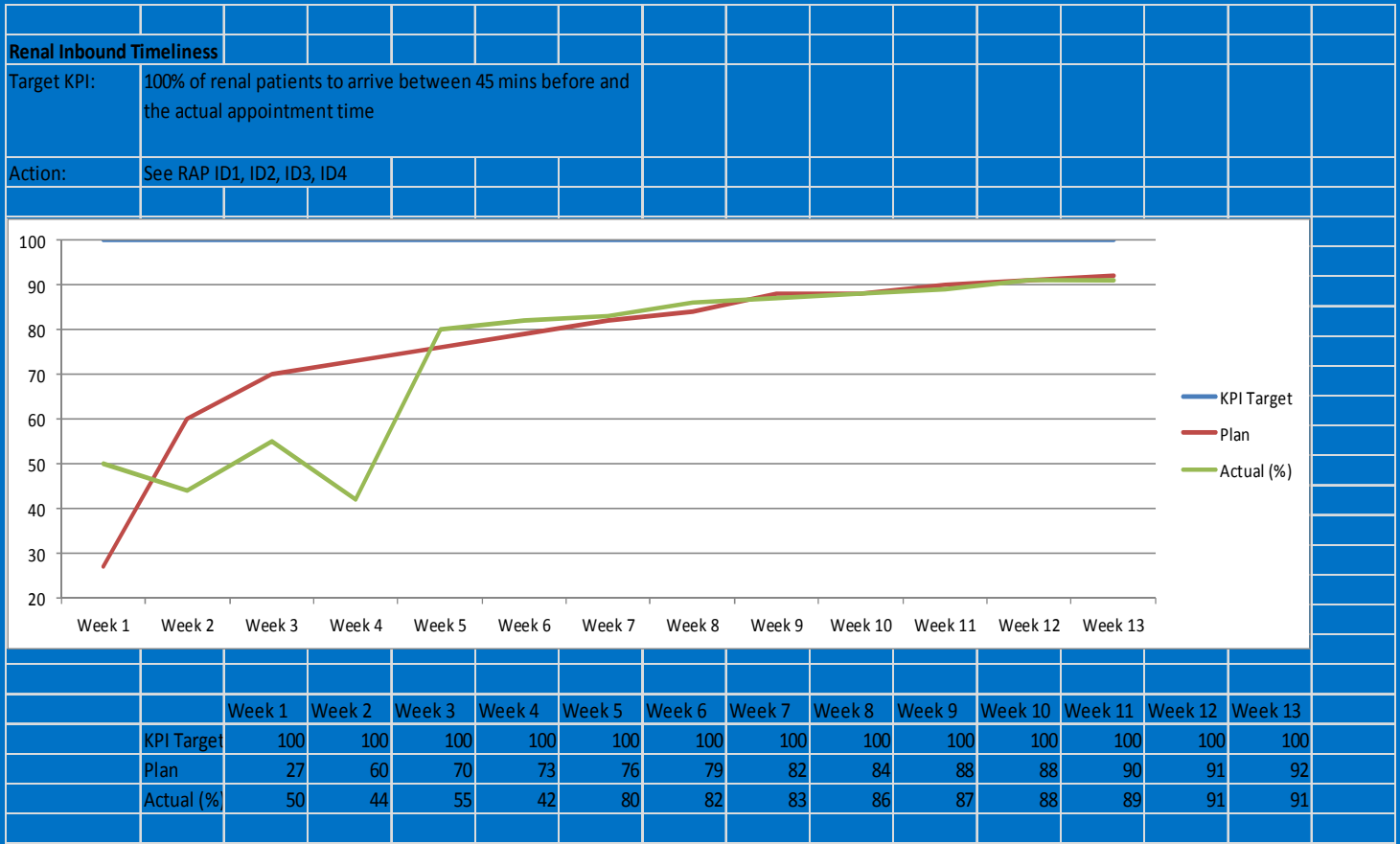
Programme Governance

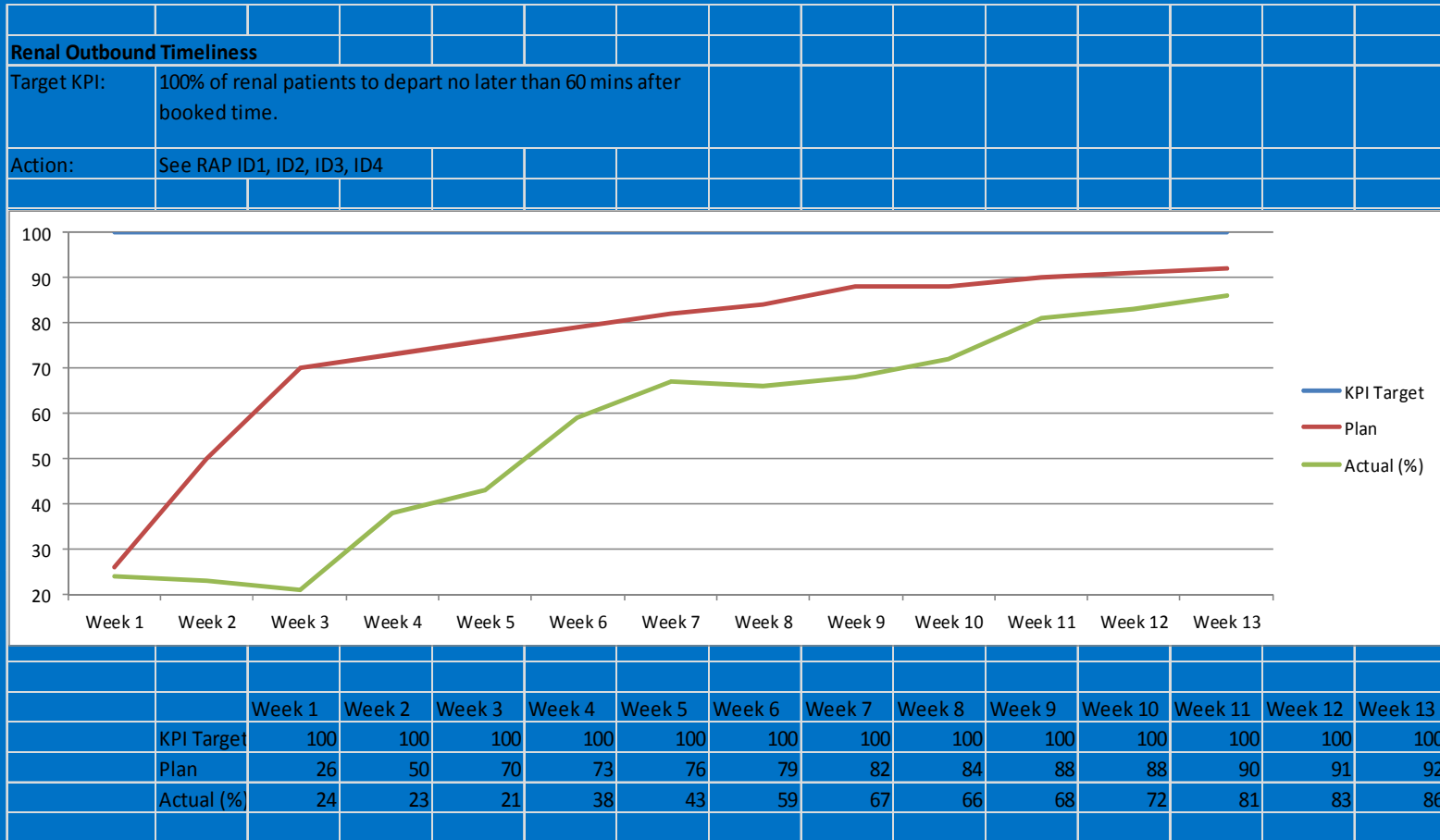
- Continuation of Programme Board with Director leads from 7 CCGs providing scrutiny of progress and risks during the mobilisation period
- Weekly Trust conference calls with BSUH, CCGs and Coperforma continue
- Extension of Remedial Action Plan (RAP) to 22 July 2016 due to delivery issues relating to VM Langford
- Monthly contracting meetings led by the South East Commissioning Support Unit (CSU) to start in May 2016
- Independent investigation carried out by Internal Audit Association (TIAA) to be presented for information to Sussex CCGs governance meetings in July prior to public release in August.

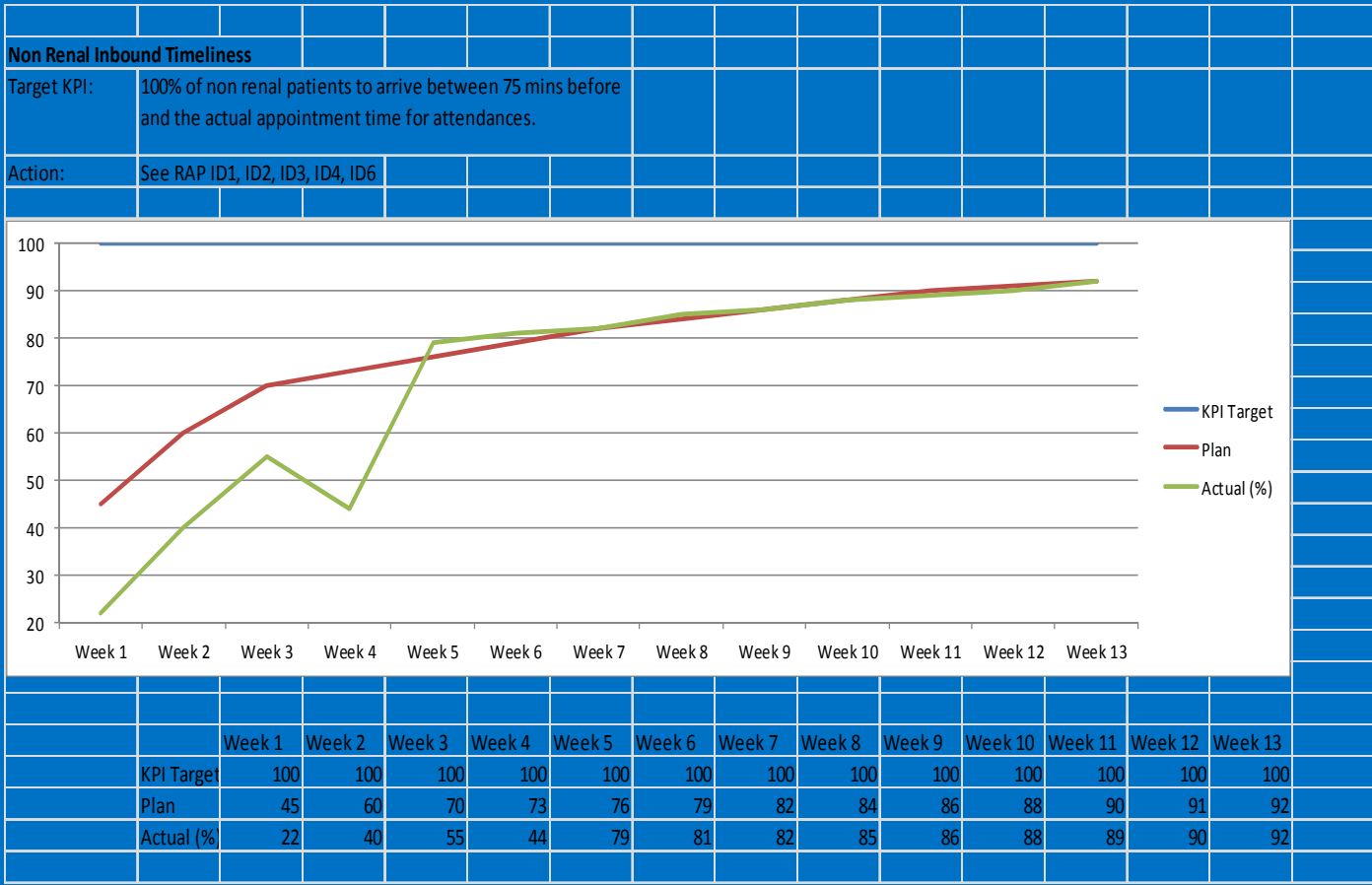
Summary of actions since the last HOSC

- Additional call handling capacity in the demand centres to improve resilience
- Additional transport capacity and new providers introduced into the Sussex service to improve inbound and outbound performance
- Additional 27 new shifts deployed across May and June with a further 84 shifts being deployed in July
- Formation of a 'High Acuity Team' to oversee the transportation of priority groups, including renal, oncology and frail patients and those travelling to specialist hospitals in London, etc.
- Creation of 'operational zones' for the booking, dispatch and delivery of transport function across Sussex
- Continued Trust use of dedicated private vehicles at BSUH to manage and maintain patient flow
- Additional staff training and building relationships through the service development improvement plans
- Coperforma working with transport providers to enforce professional standards e.g. staff uniform and id badges.





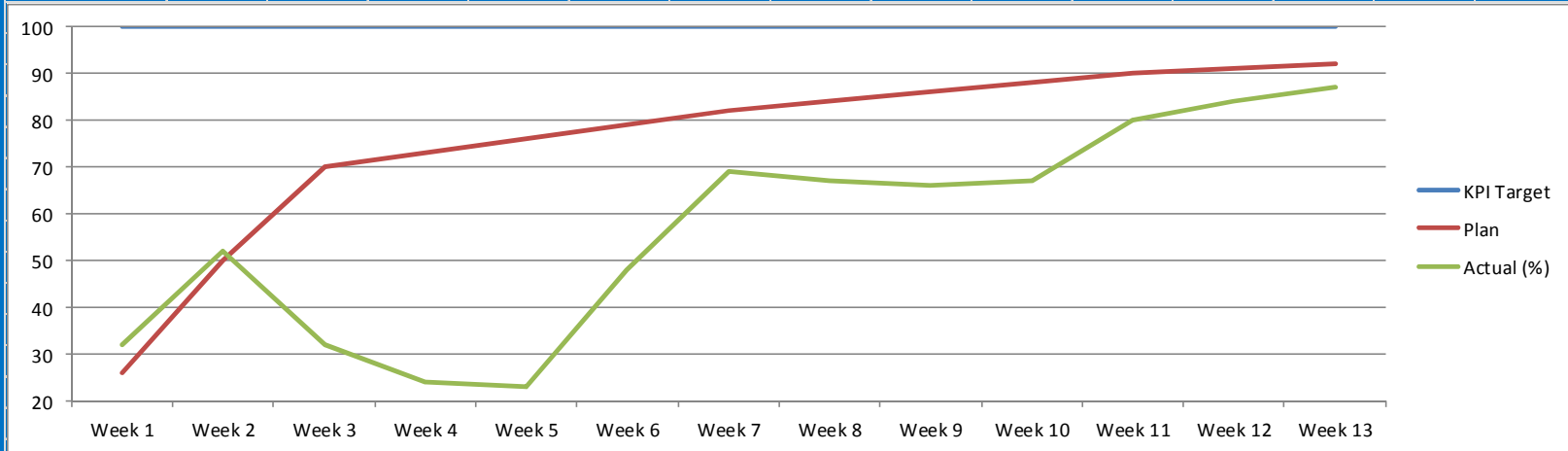




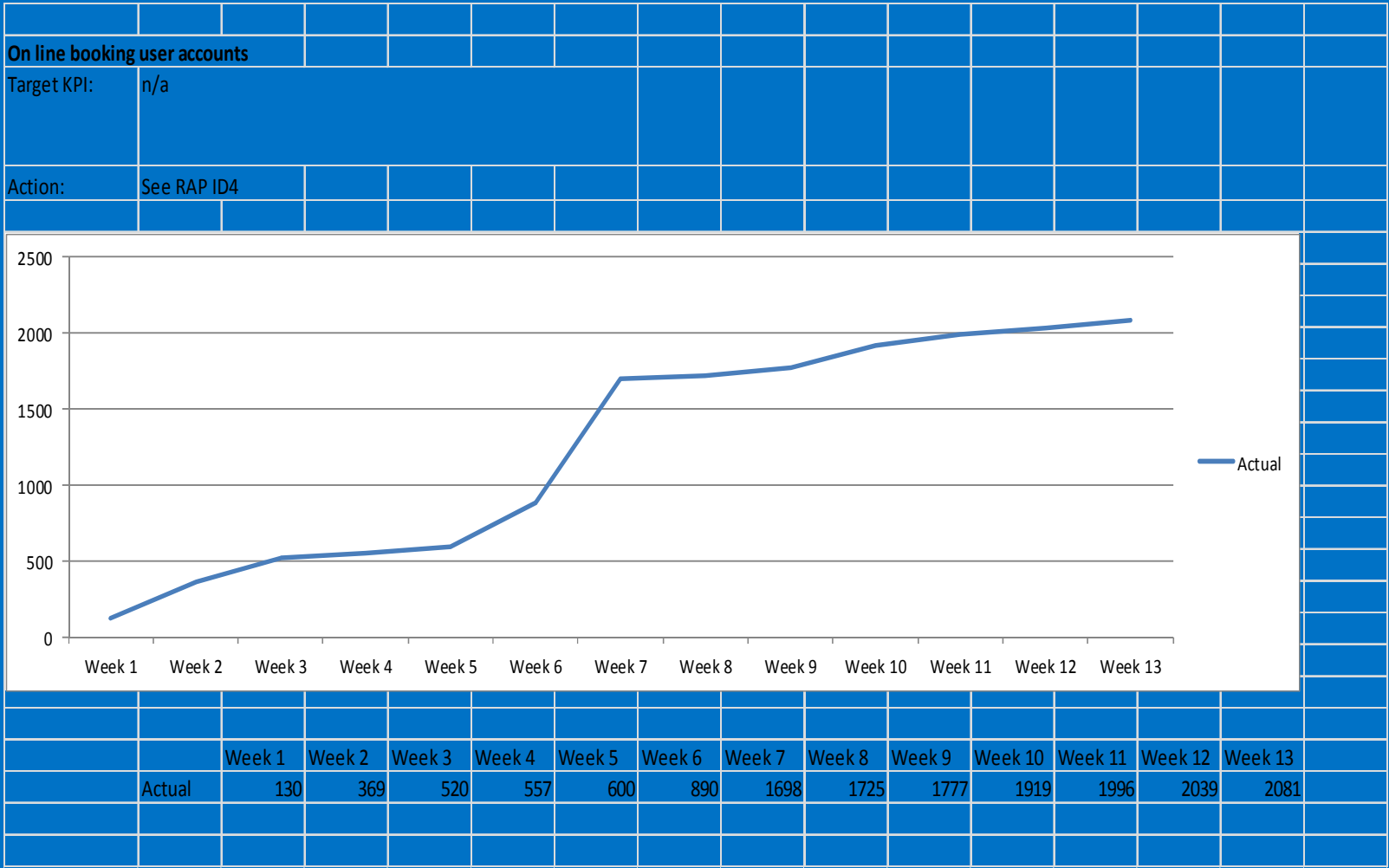
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Non Renal Outbound Timeliness														
Target KPI:	100% of non renal patients to depart no later than 60 mins after booked time for attendances, 90 mins for planned discharges, and 180 mins for unplanned discharges.													
Action:	See RAP ID1, ID2, ID3, ID4, ID6													



	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13
KPI Target	100	100	100	100	100	100	100	100	100	100	100	100	100
Plan	26	50	70	73	76	79	82	84	86	88	90	91	92
Actual (%)	32	52	32	24	23	48	69	67	66	67	80	84	87



Key messages and next steps

Summary of key messages:

- The Patient Transport Service is improving, but some patients are still experiencing a poor service and the CCGs apologise to all patients affected
- There have been improvements in the timeliness of call handling and journey transportation
- The independent audit will be released into the public domain in August 2016
- The CCGs are exploring contingency plans should the RAP not deliver the required improvements.

Questions