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| Subject: | Patient Transport Services (PTS) Update | | |
| Date of Meeting: | 28 February 2018 | | |
| Report of: | Executive Lead Strategy, Governance & Law | | |
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| Ward(s) affected: | All | | |

FOR GENERAL RELEASE**1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 This report presents the latest update on Patient Transport Services (PTS).
- 1.2 The performance of Coperforma, the previous provider of PTS (April 2016 to April 2017), caused considerable concern to patients, the public and organisations across Sussex. From 1st April 2017, Non-Emergency Patient Transport Services (NEPTS) in Sussex have been provided by South Central Ambulance Service NHS Foundation Trust (SCAS).

2. RECOMMENDATIONS:

- 2.1 That HOSC members note the content of this update report; and determine whether additional scrutiny of this contract is required.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 Coperforma began providing PTS in April 2016. The previous provider had been South East Coast Ambulance NHS Foundation Trust (SECAmb). There were significant problems with services from the outset, and after a number of months of operation Coperforma announced that it was withdrawing from the contract. Starting in April 2017, lead commissioners in High Weald Lewes Havens CCG awarded a new contract to South Central Ambulance Service NHS Foundation Trust (SCAS).
- 3.2 In January 2017, on behalf of all Sussex Clinical Commissioning Groups, High Weald Lewes Havens Clinical Commissioning Group (HWLH CCG) released a report *"Learning the lessons from the procurement and mobilisation of the new Patient Transport Service in Sussex."*

This report, titled 'TIAA PTS Lessons Learnt Report January 2017' can be viewed here, under 'Documents':

<http://www.highwealdleweshavensccg.nhs.uk/our-programmes/patient-transport-services/>

- 3.3 In September 2017, Healthwatch released their report on PTS, written following Healthwatch *Brighton and Hove*, *Healthwatch East Sussex* and *Healthwatch West Sussex* visited health services in Bexhill, Brighton and Hove, Crawley, Eastbourne, Hastings, Haywards Heath, Polegate and Worthing, gathering feedback from 218 patients.

This report can be viewed here (same as above link) under 'Documents' ('*Healthwatch Report September 2017*):

<http://www.highwealdleweshavensccg.nhs.uk/our-programmes/patient-transport-services/>

- 3.4 Healthwatch are continuing to consult with patients via a number of methods (social media, real time feedback and face to face across various services) and will bring their latest information to the February 2019 HOSC meeting.
- 3.5 Current performance information provided by High Weald Lewes Havens CCG is included as **Appendix 1** to this report. Commissioners have also submitted the following comments on this data:

Overview for the current situation is as follows;

Performance levels on the contract as per attachment [i.e. **Appendix 1**] are considered as generally satisfactory with gradual improvements being made from the initial few months. There are clearly improvements which need further focus; however transferring over to SCAS has provided a number of benefits to both patients and the commissioners. Some of these are as follows:

- Consistent and satisfactory operational performance
- Excellent governance processes
- Dedicated and strong management of NEPTS in Sussex
- Consistent financial improvements
- Wide ranging support services beyond the operational delivery
- SCAS have positive relations with staff and the unions
- A robust framework for engagement and governance of private providers
- Significantly reduced complaints from patients
- The capacity to support large scale initiatives which we are currently undertaking
- Financially secure
- An inspected good CQC rating.

There are however areas which need more focus that you would expect from a contract this size and the complexities that they faced. Some of these are as follows:

- Some KPIs need further improvement to achieve target levels
- Patient engagement has not seen the focus that we would have hoped and expected.

The CCG are pleased in the way the contract has developed during 2017/18 and are looking forward to further improvements and initiatives in the next financial year.

4 ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

- 4.1 This report is to note so there are no alternative options to consider.

5 COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 None in relation to this update report.

6. CONCLUSION

- 6.1 This is an update report.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 7.1 There are no financial implications to this update report.

Legal Implications:

- 7.2 There are no legal implications arising from this report.

Lawyer Consulted: Elizabeth Culbert Date: 10.01.2018

Equalities Implications:

- 7.3 None for this update report.

Sustainability Implications:

- 7.4 None for this update report.

Any Other Significant Implications:

- 7.5 None for this update report.

SUPPORTING DOCUMENTATION

Appendices:

1. Information from High Weald Lewes Havens CCG on current PTS performance