

**Subject:** Patient Transport Services (PTS): Update  
**Date of Meeting:** 17 October 2018  
**Report of:** Executive Lead for Strategy, Governance & Law  
(Monitoring Officer)  
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**Ward(s) affected:**

**FOR GENERAL RELEASE**

**Glossary**

**PTS: Patient Transport Services.** Non-emergency NHS transport

**Coperforma:** company that held the Sussex PTS contract from April 2016 to April 2017

**SCAS: South Coast Ambulance Service NHS Foundation Trust.** NHS ambulance trust that took on PTS contract from April 2017

**HWLH CCG: High Weald Lewes Havens CCG.** HWLH is lead commissioner for the Sussex-wide PTS contract

**TIAA:** independent auditors. TIAA was commissioned by CCGs in 2016 to produce a report on PTS contract mobilisation

**1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 Sussex CCGs appointed a new contractor for PTS in April 2016 and also adopted a new contract model. From the outset there were significant problems. The contractor, Coperforma, stood down in April 2017, with South Coast Ambulance NHS Foundation Trust (SCAS) appointed in its place.
- 1.2 The HOSC has been monitoring this situation for a number of months, most recently in February 2018. Whilst performance had much improved by this point, some concerns remained. In addition, High Weald Lewes Havens CCG had been unable to provide local key information relating to the failure of the Coperforma contract that had been requested by local HOSCs, specifically the total cost to NHS commissioners of the contract failure.
- 1.3 This report provides members with an update on these matters.

**2. RECOMMENDATIONS:**

2.1 That the Committee notes the information included in this report.

### 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 the February 2018, the HOSC was told that performance under SCAS was generally acceptable. However, not all kpi targets were being achieved. In addition, there needed to be more focus on service user engagement. Up to date performance information is included as **Appendix 1** to this report.

3.3 CCGs report that significant progress has been made in the performance of the service, with KPIs for planned renal transport now being achieved sustainably; and recorded improvement in other KPIs, although improvement has flattened in recent months. The provider has maintained a productive and transparent relationship with local commissioners and has given a commitment to achieve good performance in all KPIs within the life of the contract, to be achieved through a service delivery improvement plan. Good performance against quality measures, along with a very low number of complaints from patients and an encouraging Healthwatch report in 2017 demonstrate a much improved patient experience for transport in Sussex. Focus is now on bringing all KPIs into compliance, including call-centre response times and responsiveness to unplanned discharge requests on the day – this is key to supporting timely discharges over winter.

3.4 There has been a good deal of reflection on the failure of the Coperforma contract, including an independent report from TIAA on the lessons learnt from a review of the contract mobilisation process, published in June 2016: <https://www.healthwatchbrightonandhove.co.uk/wp-content/uploads/2016/08/Sussex-CCGs-Patient-Transport-Service-f.pdf>

3.5 However, for Sussex HOSCs, some issues remained unresolved. Specifically, it was unclear what the total cost to commissioners of the Coperforma contract failure had been; and whether Coperforma had been paid the full value of its contract despite its manifest failure to meet its performance targets. HWLH CCG representatives at the February 2018 meeting were unable to address these questions. Our most recent advice from the CCG is that *“Lawyers for the CCG are actively pursuing all options to maximise recovery for the NHS of costs incurred as a result of the failure of the PTS contract. In particular, as well as submitting this proof of debt to make the claim against Coperforma (which is now in liquidation), the CCG is also pursuing legal recovery against an associated party of Coperforma which provided a parent company guarantee. CCGs are currently unable to publicly comment further on these aspects for legal reasons.”* The HOSC will therefore have to return to this issue at a later date.

#### **4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

4.1 Not relevant to this report for information.

#### **5. COMMUNITY ENGAGEMENT & CONSULTATION**

5.1 None directly

#### **6. CONCLUSION**

6.1 Members are asked to note information on the current performance of PTS. We are still not able to report on aspects of the previous (Coperforma) contract due to legal reasons.

#### **7. FINANCIAL & OTHER IMPLICATIONS:**

##### Financial Implications:

7.1 None to this report for information

##### Legal Implications:

7.2 There are no legal implications to this report.

*Lawyer Consulted: Elizabeth Culbert Date: 21/09/1/18*

##### Equalities Implications:

7.3 None identified

##### Sustainability Implications:

7.4 None identified

##### Any Other Significant Implications:

7.5 None identified

### **SUPPORTING DOCUMENTATION**

#### **Appendices:**

1. Information on current contract performance provided by CCGs.

**Documents in Members' Rooms**

None

**Background Documents**

None