

FOI 1516 235

Summary Issue: Non-Emergency Patient Transport

This information relates to Bristol Clinical Commissioning Group

Question	Response
1. What was the CCG's Annual Expenditure on Non-Emergency Patient Transport Services in the Financial Years April 2013 to March 2014 and April 2014 to March 2015?	<p><u>General PTS</u> 2013-2014 Bristol - £1.8m 2014-2015 Bristol - £ 2m.</p> <p><u>Renal PTS</u> 2013-14 and 2014-15 Bristol-£ 260k</p> <p>Please note for the forthcoming procurement in 2016- additional requirements may be included or excluded.</p>
2. Is non-emergency patient transport currently commissioned by the CCG or the CSU?	<p>Non-emergency services are commissioned jointly by South Gloucestershire Clinical Commissioning Group [CCG], Bristol CCG and North Somerset CCG. Bristol CCG is the lead commissioner.</p> <p>The South, Central and West Commissioning Support Unit [CSU] provide support with the administration and management of the service on behalf of the three CCGs</p>
3. How many Journeys were undertaken during the time periods specified above? Please can you break the journeys down by type? E.g.	<p>General PTS 13/14 Bristol – 53,875</p>

<p>Bariatric ambulance, Taxis with wheel chair etc.</p>	<p>14/15 Bristol – 51,742</p> <p>The type of vehicle used is not defined within the reporting</p> <p>The type of patients is as follows –</p> <p>Definitions</p> <p>V1 – Vehicle 1 – Patients who are able to walk with limited assistance and require no lifting or moving – one person assistance V2 – Vehicle 2 – Patients who require two persons’ assistance to board of alight from the vehicle W1 – Wheelchair 1 – Patients who require to travel in their own wheelchair for the journey, with one persons’ assistance requiring no lifting or moving W2 – Wheelchair 2 – Patients who require to travel in their own wheelchair for the journey, with two persons’ assistance to board and alight from the vehicle ST – Stretcher – Patients who require to lie down for at least part of the journey, with tow persons’ assistance required</p> <p>13/14</p> <p>Bristol V1 – 16,700 V2 – 20,863 W1 – 2,930 W2 – 9,963 ST – 3,419</p> <p>14/15</p>
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	<p>Bristol V1 – 16,084 V2 – 19,547 W1 – 3,505 W2 – 10,074 ST – 2,532</p> <p>Renal PTS 280-290 renal patients per week take multiple journeys to received dialysis. This is for BNSSG.</p>
4. What number of the journeys in the same specified time period were procured from off contract providers?	The CCG has two contracts for PTS- the first for general PTS and the second is for Renal services. The CCG's does not use 'off contract providers' for PTS.
5. What type of contract is help with the providers? (I.e. Framework)	N/A. All contracts for PTS in BNSSG use the standard NHS Contract.
6. Who are the appointed contractual providers?	<p>General PTS:-South West Ambulance Service Foundation Trust (SWASFT).</p> <p>Renal PTS:-Complete Transport Solutions (CTS)</p>
7. What are the performance standards they operate under? (e.g. Discharge – 90% of patients to be collected in 4 hours of ready time. Categories for performance usually being Discharge from inpatient, Travel Time,	<ol style="list-style-type: none"> 1. Patients living up to 10 miles away from the treatment centre (Band A) should not spend more than 60 minutes on the vehicle on either an outward or return journey (R: <80%, A: 80-90%, G: >90%) 2. Patients living over 10 and under 35 miles away from the treatment centre (Band B) should not spend more than 90 minutes on the vehicle on either an outward

Arrival time & Departure time).

or return journey (R: <80%, A: 80-90%, G: >90%)

3. Patients living over 35 and less than 50 miles away from the treatment centre (Band C) should not spend more than 120 minutes on the vehicle on either an out/return journey (R: <80%, A: 80-90%, G: >90%)

4. Patients should not arrive more than 45 mins before their booked arrival time (R: <80%, A: 80-90%, G: >90%)

5. Patients should not arrive after their booked arrival time (R: <87%, A: 87-97%, G: >97%)

6. SWAST is to arrive to collect patients from the agreed location within 45 minutes of the outwards time (R: <80%, A: 80-90%, G: >90%)

7. SWAST is to arrive to collect patients from the agreed location within 75 minutes of the outwards time (R: <80%, A: 80-90%, G: >90%)

8. Pick-up time to be confirmed by text, email or personal phone call to the patient within a week of appointment (phone call being the preferred method)

9. Commissioners to be satisfied with the level of service received. (G – no issues of concern or minor issues and resolved within 1 month; A – minor issues and not resolved within 1 month / major issues, resolved within 1 month; R – major issues not resolved within 1 month)

10. Telephone answering (R: <85%, A: 85-95%, G: >95%)

11. Agreed activity performance report received in correct format and on time within 10 working days of the start of the following month

12. Activity and finance queries are acknowledged within 3 days of receipt and resolved within 28 days from date of query

13. Nil Serious Untoward Incidents (SUIs).

Any SUIs are to be reported and action plan put in place - in line with NHS Bristol standard and timeframes (reported immediately; investigated within 24hrs and lesson learnt shared, then closed within 60 working days of incident). (G – no SUI's, A – SUIs reported but resolved within timeframe, R – SUIs reported but not resolved within timeframe)

14. Patient satisfaction with the level of service received from the provider annual

	<p>patient satisfaction survey (R: <75%, A: 75-85%, G: >85%) 15. Compliance with agreed SWAST complaints procedure –full response made in a timely manner agreed with the complainant</p>
<p>8. For the period April 2014 to March 2015 how did the providers score on the performance standards.</p>	<p>General PTS-SWASFT was 95.75 % Renal PTS-CTS was 99.1%</p>

The information provided in this response is accurate as of 22.12.15