

## FOI 1516 242

### Summary Issue: Non Emergency Transport

#### This information relates to Bristol Clinical Commissioning Group

Question	Response
Please could you tell me the following for each non emergency patient transport contract you commission.	
The area it covers.	<p>The non-emergency patient transport service is commissioned across Bristol, North Somerset and South Gloucestershire [BNSSG]</p> <p>Bristol CCG is the lead commissioner of the non-emergency patient transport service and both South Gloucestershire CCG and North Somerset CCG are Co-commissioners.</p>
The full year contract value.	<p>There are two separate contracts.</p> <ul style="list-style-type: none"><li data-bbox="636 1029 2051 1098">i) One is for the local PTS service, currently provided by South West Ambulance Service Foundation Trust (SWASFT).</li><li data-bbox="636 1134 2092 1203">ii) The other contract is for the service specifically in place for patients who need renal dialysis and is currently provided by Complete Transport Solutions (CTS)</li></ul> <p><i>This information is published on Bristol CCGs website <a href="#">here</a></i></p> <p><a href="#">General PTS 2013/2014 Bristol £1.8m</a></p>

	<p><a href="#"><u>General PTS 2014-2015 Bristol £2m</u></a>  <a href="#"><u>Renal PTS 2013/14 and 2014/15 Bristol £260k</u></a></p>
<p>The contracted total activity.</p>	<p>General PTS  13/14  Bristol – 53,875  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 or 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 two persons’ assistance required</p> <p>13/14</p> <p>Bristol</p>

	<p>V1 – 16,700  V2 – 20,863  W1 – 2,930  W2 – 9,963  ST – 3,419</p> <p>14/15</p> <p>Bristol  V1 – 16,084  V2 – 19,547  W1 – 3,505  W2 – 10,074  ST – 2,532</p> <p><b>Renal PTS</b>  280-290 renal patients per week take multiple journeys to received dialysis. This is for BNSSG.</p>
The contracted number of aborted journeys.	<p>We do not commission for aborted journeys.</p> <p>The rates for 2013/14 and 2014/15 are 15%.</p>
The current provider of that contracted service.	<p><i>There are two contracts:</i></p> <p>i) <i>One is for the local PTS service, currently provided by South West Ambulance Service Foundation Trust (SWASFT).</i></p> <p>ii) <i>The other contract is for the service specifically in place for patients who need renal dialysis and is currently provided by Complete Transport Solutions (CTS).</i></p>
The date the contract commenced.	1 <sup>st</sup> April 2015

The date the contract is due to end.	31 <sup>st</sup> March 2016
The number of complaints relating to that contracted service for the last 12 months that the current provider has declared to yourselves as commissioners.	General PTS-From 1 April 2015 – 23 November 2015 the provider has reported 42 complaints. Renal PTS-From April- November 2015 Complaints are managed by the NBT transport team and the Taxi service.

The information provided in this response is accurate as of 29 December 2015