

Report to: East Sussex Health Overview and Scrutiny Committee (HOSC)
Date of meeting: 29 September 2016
By: Assistant Chief Executive
Title: Patient Transport Service
Purpose: To consider an update on the performance of the Patient Transport Service in Sussex.

RECOMMENDATIONS

1) to consider and comment on the report from High Weald Lewes Havens Clinical Commissioning Group (appendix 1)

2) to consider whether further scrutiny of this issue is required

1 Background

1.1 The Patient Transport Service (PTS) is a Sussex-wide service that helps people access healthcare appointments. The service provides some 25,000 journeys per month for people who are unable to use public or other transport owing to medical conditions. The service is booked for people who meet certain medical criteria which would otherwise prevent them from getting to their appointment. PTS is free at the point of use for all eligible patients. It is a non-emergency transport service and is quite separate from emergency ambulance services, which are commissioned separately.

2 Supporting information

2.1 On 1 April 2016 a new PTS went live across Sussex. The new service is provided by Coperforma, following a procurement process led by High Weald Lewes Havens Clinical Commissioning Group (HWLH CCG) on behalf of the seven CCGs in Sussex.

2.2 In June HOSC received a report from HWLH CCG outlining problems which had been experienced with the delivery of the PTS service since the change of provider and how these were being addressed. Both the CCG and Coperforma acknowledged that performance had been unacceptable, with many patients experiencing severe delays or not receiving transport at all. There had been considerable media coverage of the problems experienced by patients and concerns had been raised with patient groups and elected representatives.

2.3 HWLH CCG engaged TIAA, an independent company which provides assurance services to the public sector, to carry out an independent enquiry into the transition and mobilisation of the new PTS. The TIAA report was published in August – it has previously been circulated to HOSC Members and is available on the [CCG website](#).

2.4 As requested by HOSC, HWLH CCG has provided a further report (appendix 1) which provides an update on performance and action taken in response to the recommendations of the TIAA report. The report also provides an update on some further issues which have arisen since June in relation to Coperforma's sub-contractors and PTS staff.

2.5 Representatives of HWLH CCG and Coperforma will be in attendance at the HOSC meeting to take questions on the report.

3. Conclusion and reasons for recommendations

3.1 HOSC is recommended to consider the report from HWLH CCG and question the attendees on the issues arising. The Committee will wish to consider whether everything possible is being done to ensure patients consistently receive an appropriate level of service and how any ongoing risks are being managed.

3.2 HOSC is also recommended to consider whether any further scrutiny of this issue is required.

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