

**East Sussex Health Overview and Scrutiny Committee (HOSC)**  
**Update on the Patient Transport Service in Sussex - 1st December 2016**

### Summary

- Feedback from provider trusts whose patients use the service, and from patients themselves, remains constant in telling us that the service is improving across Sussex.
- Docklands Medical Services (DMS), a transport subcontractor, is still not providing a service in Sussex and ex South East Coast Ambulance Service NHS Foundation Trust (SECAMB) staff employed by DMS, continue to be available for work.
- The Clinical Commissioning Groups (CCGs) are looking at alternative options for this DMS staff group.
- The additional capacity sourced by Coperforma to mitigate the loss of DMS is maintaining service delivery.
- The CCGs have worked with Coperforma and the unions to put in place a mechanism coordinated by GMB to pay DMS staff any outstanding payments via a third party payroll. This has ensured staff have now been paid standard pay up to November 2016.
- CCGs are utilising the powers available within the NHS standard contract and enacting these where Coperforma's performance falls below what is expected.
- Coperforma has agreed to step down from the contract following a no fault termination. In order to minimise disruption to patients, the transfer will be phased over the next few months, with South Central Ambulance NHS Foundation Trust (SCAS) taking complete responsibility from April 2017.
- The Sussex CCG's posted a Voluntary Ex Ante Transparency Notices (VEAT) in the Official Journal of European Union (OJEU) on 4th November 2016 as part of a transparent process to communicate our intention to directly award a 3+1 year contract to SCAS.
- The CCGs will now begin to develop a detailed transition plan with SCAS and Coperforma.

### Quality and CQC issues

The Care Quality Commission (CQC) announced on 1 November 2016, that it would continue to monitor the PTS while the service is in transition and published its full report on the service provided by Coperforma Ltd following an unannounced inspection in July 2016. The CQC told the company that it must sustain significant improvements to the service in Sussex and served six requirement notices to the service to ensure improvements are undertaken. A full report of this inspection has been published on the [CQC website](#).

Areas for improvement include:

- The provider must ensure a robust system is in place for handling, managing and monitoring complaints and concerns.
- There must be robust systems in place to assess, monitor and improve the quality and safety of the services provided.
- The vehicles and equipment used by contracted services must be appropriate for safe transportation of patients, including wheelchair users.
- Patients must receive timely transport services so they can access the health services they need from other providers.
- A manager must be registered with the Commission.
- CQC must be notified of safeguarding incidents and incidents affecting the running of the service.

### Patient safety

- The work of the Patient Safety Group, led by a GP, with representatives from HealthWatch, local authority safeguarding, hospital trusts to oversee patient safety and experience has been on-going.
- Members of the group continue to visit hospitals, speaking to patients and front line staff to get their feedback on the service.

## Performance

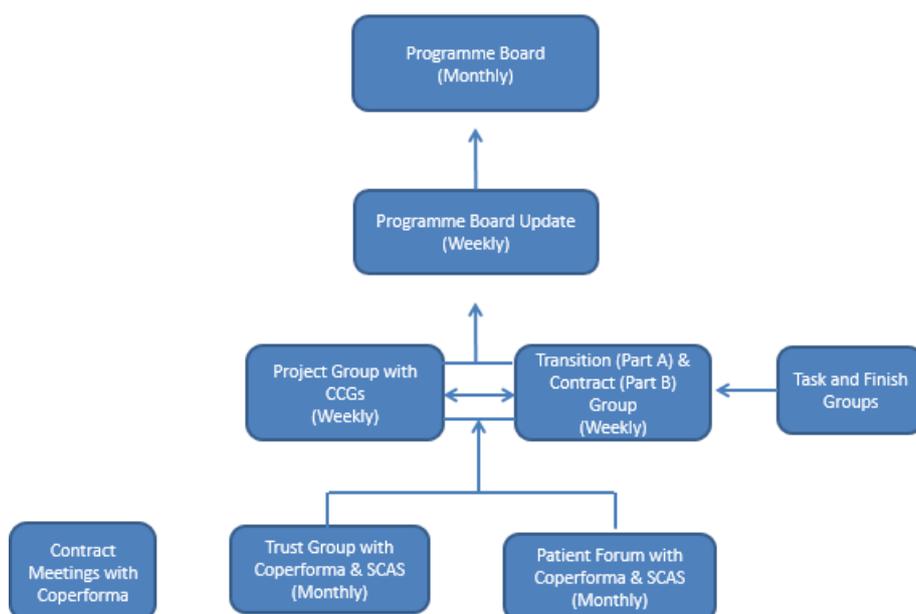
- The feedback we are receiving from patients and staff tells us that the service level is being maintained with the latest patient user survey shows patient satisfaction at 4.1 out of 5.
- The CCGs and CSU are awaiting feedback from Coperforma regarding the data anomalies found and continue to use the contract levers available to them to manage this.
- The CCG recently visited Coperforma and performed a full quality audit on the policies and processes. A report will be available in early December 2016.

## Transition

The Sussex CCG's posted a VEAT in OJEU on 4th November 2016 as part of a transparent process to communicate our intention to directly award a 3+1 year contract for the provision of non-emergency patient transport across Sussex to SCAS. No challenges in response to the VEAT were received and the Sussex CCG's will now begin the process of negotiating the detailed terms and conditions of that contract with SCAS. This contract will be in place prior to the 1st April 2017 commencement date.

On behalf of the seven Sussex CCG's, NHS High Weald Lewes Haven CCG has signed a Memorandum of Agreement with SCAS to allow for the immediate planning of the operational transfer of services from Coperforma to SCAS in a phased and managed way over the coming months. This phased transfer will be complete by the contract "go live" date of 1st April 2017. An executive level PTS Programme Board including membership from each CCG has been established to provide oversight and scrutiny of this process.

## PTS Transition Governance Structure



## New PTS management team for CCGs

In addition to the CCGs Specialist PTS Advisor, a new Programme Manager for PTS and a PTS Programme Director have been deployed to oversee the transition.

## Conclusion

HOSC is asked to review this update from the Sussex CCGs and raise any matters they have regarding the PTS during and beyond the transitional period.