

**Report to:** East Sussex Health Overview and Scrutiny Committee (HOSC)

**Date of meeting:** 23 March 2017

**By:** Assistant Chief Executive

**Title:** Patient Transport Service

**Purpose:** To consider an update on the Patient Transport Service in Sussex, focusing on the transition to new provider South Central Ambulance Service NHS Foundation Trust.

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## **RECOMMENDATIONS**

- 1) To consider and comment on the update from High Weald Lewes Havens Clinical Commissioning Group (appendix 1).**
  - 2) To consider whether further scrutiny of this issue is required.**
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## **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, provided by Coperforma. This followed 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 2016 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.

2.3 In September 2016 HOSC received a further update on the performance of the service. Performance data provided by Coperforma and feedback from patients and hospital Trusts analysed by the CCG indicated that the service had improved. However, it was acknowledged that this was not consistent or embedded across Sussex and some patients continued to experience problems with the service.

2.4 In November 2016 The Care Quality Commission (CQC) published a report outlining findings from an unannounced inspection of Coperforma in July 2016, serving six requirement notices to the service to ensure improvements were undertaken.

2.5 Also in November 2016, HOSC was informed by HWLH CCG that South Central Ambulance Service NHS Foundation Trust (SCAS) would take over the contract for the PTS from April 2017. The transition from Coperforma was to be phased in the run-up to full transition by 1 April. CQC indicated that they would continue to monitor the service closely during the transition period.

2.6 At the last HOSC meeting on 1 December 2016 the Committee received a further update from HWLH CCG which indicated that performance continued to improve according to the statistics, although further data quality assurance was underway and there remained performance

issues to address. The report also outlined ongoing issues with regard to some of Coperforma's sub-contractors and the preparations being made for phased transition to the new provider.

2.7 In February 2017 HWLH CCG published a report from a 'lessons learnt' stakeholder event held in November 2016 which aimed to establish whether there were any significant matters which had not been raised in the earlier independent review of the mobilisation of the Coperforma contract (published in August 2016). The 'lessons learnt' report was intended to help guide the handover of the PTS contract to SCAS and to inform future commissioning activities across Sussex and the wider NHS. The report has previously been circulated to HOSC Members and is available on the CCG website: <http://www.highwealdleweshavensccg.nhs.uk/our-programmes/patient-transport-services/>

2.8 As requested by HOSC in December, HWLH CCG has provided a further report (appendix 1) which focuses on the progress of the transition to SCAS and also provides an update on PTS performance and current service issues.

2.9 Representatives of HWLH CCG and SCAS 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 update from HWLH CCG and question the attendees on the issues arising. The Committee will wish to consider current performance, the progress of the transition to SCAS and how ongoing risks are being managed.

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

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