

Summary

As previously reported a new contract for Sussex Patient Transport Services (PTS) – non-emergency transport of eligible patients to and from hospital was awarded to Coperforma and the service went live in April 2016. From the outset there were significant problems with the new service. A Remedial Action Plan (RAP) was implemented which did result in an improvement in the service and this improvement has since been maintained. However, the investment required from Coperforma to maintain this improvement was significant which ultimately resulted in Coperforma writing to the CCGs seeking a exit from the contract on economic grounds which was accepted by the CCGs.

Following a transparent award process, South Central Ambulance Service NHS Foundation Trust (SCAS) agreed to deliver the service over the remainder of the contract term.

The decision to make a direct award was based on the urgent need to provide certainty to patients and staff and secure service provision in the short term but also to provide a necessary contract length to support investment in service delivery and improvement.

In order to minimise disruption to patients, the transfer is being phased, with SCAS taking complete responsibility from April 2017.

Governance arrangements are in place to provide oversight and scrutiny of the transfer and this incorporates the lessons learned from the independent report into the transition and mobilisation of the Coperforma contract which the Clinical Commissioning Groups (CCGs) commissioned from TIAA Ltd. The outputs from lessons learned have been published on NHS High Weald Lewes Havens CCG's website at:

<http://www.highwealdleweshavensccg.nhs.uk/our-programmes/patient-transport-services/>

Current Performance

Management of the existing contract with Coperforma is continuing, and feedback we are receiving from patients and provider trusts remains constant in telling us that the service is being maintained across Sussex.

At the recent contract review meeting on 1st March 2017, between Coperforma, the CCGs, South, Central and West Commissioning Support Unit, no significant issues were reported.

Transition

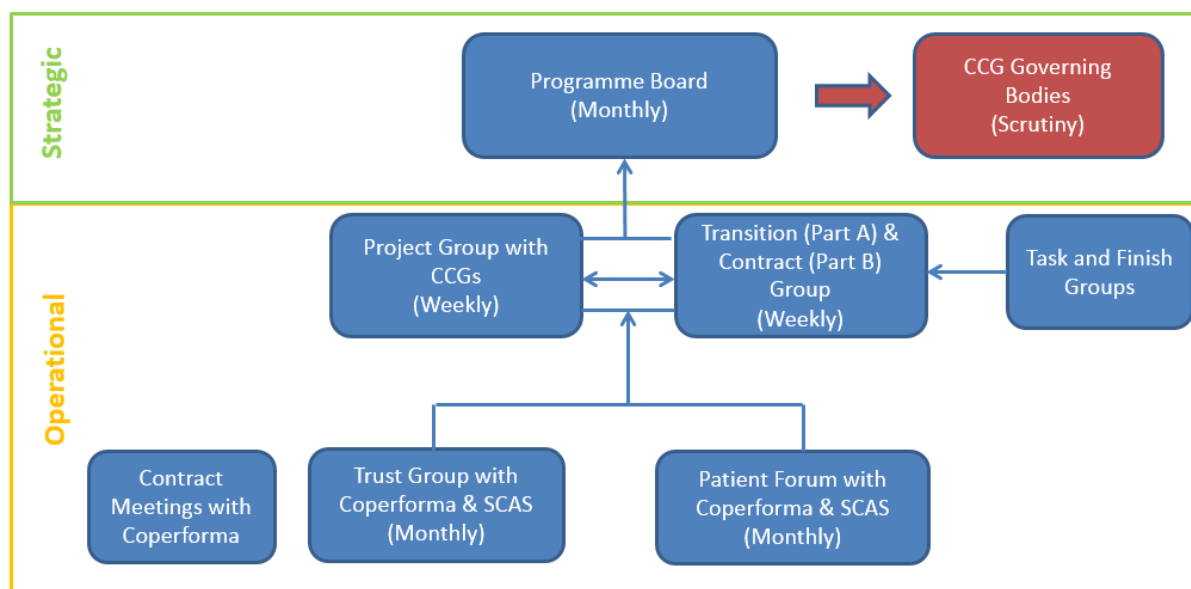
The Sussex PTS is transitioning from Coperforma to SCAS in a phased way, with SCAS taking over full responsibility for the service from 1st April 2017.

The CCGs have developed a detailed transition plan with SCAS and Coperforma with the focus on minimising disruption to patients and incorporating learning from the mobilisation and transition to Coperforma which was detailed in the published independent report by TIAA.

High Weald Lewes Havens CCG is the lead commissioner on behalf of the 7 Sussex CCGs.

The transition is overseen by a robust governance structure that is managed by a dedicated Project Team based at High Weald Lewes Havens CCG.

An executive level PTS Programme Board including membership from each CCG, a patient representative, TIAA, Coperforma and SCAS has been established to provide oversight and scrutiny of this transition.



Two Stage Phasing

Phase 1

The first phase comprises of patients who have been admitted to a treatment centre, with onward referrals for transport made by health care professionals. SCAS commenced phase 1 on 1st March 2017.

Activity includes:

- transfers - from treatment centres in Sussex to any other treatment centres
- discharges - from treatment centres in Sussex to a residence in Sussex
- out of area placements - transporting non-Sussex patients from a treatment centre to their home and arranging the financials with the host CCG
- repatriation of patients - transporting Sussex patients back home, or to a Sussex treatment centre from out of area treatment centres, usually a hospital

Phase 2

The second phase will comprise patients who require transport for appointments at treatment centres but who do not require admission, with referrals made by patients themselves or their family/carers. SCAS will begin phase 2 on 1st April 2017.

Activity will include:

- outpatient appointments
- day cases incl. surgery
- renal / oncology treatment
- other, incl. admissions

Risk Maintenance

The CCGs have developed a risk register that is monitored and updated on a weekly basis.

Key risks being managed include complex TUPE arrangements and transfer of patient level data.

Transition Plan Progress

Key achievements to date include:

- Phase 1 of contract, primarily discharges and transfers between hospitals went 'live' on 1 March 2017 (*some initial issues with the connectivity of the online booking system and pressures with call volumes, but broadly positive*)
- agreement of KPIs and service specification
- agreement of the financial model
- agreement of service model
- draft contract
- staff consultation
- staff 1:2:1 meetings with Coperforma and ex Docklands TUPE staff
- training (Docklands staff)
- online training in Hospitals
- SCAS user guide and memo for Healthcare Professionals
- data transfer protocol agreed between SCAS and Coperforma
- agreement of Sussex sites (call centres and operations)
- hire of vehicles
- communications plan
- quality checks (subcontractors)
- data analysis (activity)
- maintenance of current service levels

Conclusion

HOSC is asked to review this update from the Sussex CCGs and SCAS and raise any matters they have regarding the PTS transition.