

REPORT TO:	HEALTH AND WELLBEING BOARD (CROYDON) 9th December 2015
AGENDA ITEM:	10
SUBJECT:	Improving people's experience of care: Patient Transport
BOARD SPONSOR:	John Goulston, Chief Executive, Croydon Health Services NHS Trust
BOARD PRIORITY/POLICY CONTEXT: This report addresses the Health and Wellbeing Strategy 2013-2018, by informing the Board of Croydon Health Services NHS Trust continued monitoring and planned improvements of the Non-Emergency Patient Transport (NEPT) service.	
FINANCIAL IMPACT: N/A	

1. RECOMMENDATIONS

This report is for information only.

2. EXECUTIVE SUMMARY

A recent survey/analysis of the service user experience of patient transport reported an 80% negative sentiment with regards to the NEPT service.

The analyses of each stage of the Care Pathway raise concern on the following domains: Advice/Information, Timing, Registration/ Access and General Comments.

The management of the NEPT service has recently been restructured and is now within the Estates & Facilities department. These domains have been the focus of the new monthly performance/contract meetings, whereby both the Trust and ERS Medical (the NEPT external contractor awarded to deliver the service) have signed up to improve the service delivery.

3. DETAIL

Domain 1 - Advice/Information (20% negative)

The service user experienced poor advice/information regarding contact details of the department they were due to visit, this led to confusion and the inability to communicate with the service provider.

Improvement 1 – The current leaflet – A guide for Patients and Carers, is under review, this will enhance the communication between the service user and the Trust.

Domain 2 – Timing (16% negative)

There was concerns raised with the arrival times, some service users were experiencing early arrival and others late arrivals.

Improvement 2 – The transport request system is under review along with the Key Performance Indicators (KPI's) with the intention to reduce early arrivals by better utilising of the ERS fleet.

Domain 3 - Registration/ Access (14% negative)

Some service users were unable to use the service as they did not meet the eligibility criteria.

Improvement 3 – The eligibility criteria is defined by DH within their published document “Eligibility Criteria for Patient Transport Services (PTS), Gateway Ref: 8705. However, due to the document being published in 2007 the Trust is currently reviewing the criteria to ensure that the criteria are still relevant.

Domain 4 - General Comments (14% negative)

Some service users stated that the transport lounge is not easy to locate.

Improvement 4 – The Trust has made some major moves to allow building work to begin on Croydon's new £21.25m Emergency Department (Accident & Emergency). To allow the project to go ahead, the transport lounge has been relocated and this has allowed for new and improved signage, which has enhanced the pathway.

4. CONSULTATION

4.1 The planned improvements are currently under review and agreement with ERS Medical (SRCL Group).

5. SERVICE INTEGRATION

N/A

6. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

N/A

7. LEGAL CONSIDERATIONS

N/A

CONTACT OFFICER: Allan Morley – Croydon Health Services

BACKGROUND DOCUMENTS

Healthwatch Croydon, Trends Analysis Report - Patient Transport, July 2014