

Agenda Item:

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Dorset Health Scrutiny Committee

Dorset County Council



Date of Meeting	24 June 2014
Officer	Director for Adult and Community Services
Subject of Report	Non-Emergency Patient Transport Services – Report from South Western Ambulance Service NHS Foundation Trust
Executive Summary	<p>Following the presentation of a report on non-emergency patient transport services (NEPTS) to the Dorset Health Scrutiny Committee on 10 March 2014, members agreed that a wider investigation into the issues raised should include input from all stakeholders. The previous provider, South Western Ambulance Service NHS Foundation Trust (SWASFT), was therefore asked to provide a report from their perspective.</p> <p>The report covers: contextual information regarding provision of NEPTS prior to the changes; transition planning, hand-over and TUPE transfer to the new provider; post-transition issues; organisational impacts and the current situation.</p>
Impact Assessment: <i>Please refer to the protocol for writing reports.</i>	Equalities Impact Assessment: Not applicable.
	Use of Evidence: Report produced by South Western Ambulance Service NHS Foundation Trust.
	Budget: Not applicable.

	<p>Risk Assessment:</p> <p>Having considered the risks associated with this decision using the County Council’s approved risk management methodology, the level of risk has been identified as: Current Risk: HIGH/MEDIUM/LOW (Delete as appropriate) Residual Risk HIGH/MEDIUM/LOW (Delete as appropriate) <i>(i.e. reflecting the recommendations in this report and mitigating actions proposed)</i></p> <p>(Note: Where HIGH risks have been identified, these should be briefly summarised here, identifying the appropriate risk category, i.e. financial / strategic priorities / health and safety / reputation / criticality of service.)</p>
	<p>Other Implications:</p> <p>Not applicable.</p>
<p>Recommendation</p>	<p>That the Committee consider the evidence provided alongside that provided in the six reports provided by other stakeholders, and use this as a basis for discussion with the authors.</p>
<p>Reason for Recommendation</p>	<p>The work of the Committee contributes to the County Council’s aim to protect and enrich the health and wellbeing of Dorset’s most vulnerable adults and children.</p>
<p>Appendices</p>	<p>None.</p>
<p>Background Papers</p>	<p>None.</p>
<p>Report Originator and Contact</p>	<p>Name: Ann Harris, Health Partnerships Officer Tel: 01305 224388 Email: a.p.harris@dorsetcc.gov.uk</p>



Dorset Health Scrutiny NEPTS 'Special' Committee Meeting

24th June 2014

Title:	SWASFT Response to Dorset Health Scrutiny NEPTS 'Special' Committee (DHSC) 24.06.14
Prepared by:	John Dyer SWASFT Head of Operations Dorset & Somerset (East)
Presented by:	John Dyer
Main aim:	To update Dorset Health Scrutiny 'Special' Committee regards the questions raised with SWASFT CEO K Wenman on 24.04.14
Recommendations:	That the committee notes and accepts this paper.
Previous Forum:	Not previously discussed or published.

Dorset Health Scrutiny NEPTS ‘Special’ Committee meeting 24.06.14

SWASFT Response to DHSC questions of 25.04.14

Background

1. Following a presentation at Dorset Health Scrutiny Committee DHSC on the 10th March 2014, regarding the introduction of a new provider for non-emergency patient transport services (NEPTS) in Dorset, members agreed that a special meeting of DHSC would be called on the 24.06.14 to further scrutinise issues surrounding NEPTS.
2. In preparation for this meeting the committee wrote to Ken Wenman on the 25.04.14 requesting a report to cover five specific areas.
3. This paper details the addresses the issues raised in preparation for a special DHSC meeting on 24.06.14.

Pre-contract transfer 01.10.13

4. Non Emergency Patient Transport Services (NEPTS) had historically been commissioned by the Primary Care Trust and provided by the South Western Ambulance Service NHS Foundation Trust across Dorset.
5. In the year 2012.13 prior to the loss of the contract SWASFT delivered the following under it's NEPTS:
 - Employed 77 Institute of Health Care and Development (IHCD) trained Ambulance Care Assistants (ACAs), delivering 57,075 patient journeys, across 369,153 miles and serving approximately 2,157 sites
 - In addition to this contracted work there were a significant levels of support from the Accident & Emergency Service in terms of inter-hospital transfers
 - We further understand that it was practice at all Dorset acutes to use private providers to complete inter-hospital transfers

Transition, Handover & TUPE

6. SWASFT were extremely disappointed with the loss of the Dorset NEPTS contract however following notification of the loss, focused on the continuation of providing quality NEPT services across Dorset for the duration of the contract, and managing our employees directly affected by TUPE.

7. We allocated the additional transfer work streams to both Human Resource and Operational managers to ensure focus on staff welfare, compliance to commissioner expectations and to our legal obligations under TUPE.
8. From a HR perspective a staff communications plan was developed which included staff meetings, information bulletins and individual meetings
9. From the operational perspective managers engaged with their counterparts from E-Zec and complied with all operational data and TUPE transfer requirements.
10. Managers did however experience technical difficulties surrounding the format of data held by our software provider and the compatibility of that format with E-Zec's provider

Post Transition

11. Since this committee's last update SWAST has attended regular meetings with Dorset CCG, and E-Zec to improve understanding as to the numbers and appropriateness of inter-hospital transfers within the county.
12. This work has been lead by Adrian South Deputy Clinical Director, who has also provided written guidance to all acutes and our clinical hubs (control) on the clinical criteria for booking emergency transport.
13. Inappropriate requests for emergency transport are still being made but the current management processes both in the clinical hubs and at acutes are improving the situation.
14. A consistent reason reported for some of the inappropriate requests remains the lack of paramedic staff availability 24/7 from E-ZEC

Compliments or Complaints

15. SWASFT would have not or would not expect to receive any compliments or complaints about the new service however during the year before the loss of the service recorded a total of 17 complaints and 1 plaudit.

Organisational Impacts/Current Situation

16. SWASFT has had to absorb the costs of the disposal of vehicles and equipment no longer required, these costs were not accounted for in the contract but remain a cost to the wider NHS
17. SWASFT continues to engage with Dorset CCG, Acutes and E-ZEC to improve the situation and patient experience.

John Dyer

Head of Operations Dorset & Somerset (East)