

# Dorset Health Scrutiny Committee

**Dorset County Council**



Date of Meeting	9 March 2017
Officer	Yvette Pearson Principal Programme Lead Service Delivery NHS Dorset CCG
Subject of Report	<b>E-zec– Patient Transport Service</b>
Executive Summary	<p>The purpose of this report is to provide an update on the patient transport service commissioned by NHS Dorset Clinical Commissioning Group with E-Zec.</p> <p>The report will provide an overview of the following:</p> <ul style="list-style-type: none"> <li>• Background;</li> <li>• Service Costs;</li> <li>• Activity and Performance;</li> <li>• Eligibility;</li> <li>• Next Steps.</li> </ul>
Impact Assessment:	Equalities Impact Assessment: N/A
	Use of Evidence:  Report provided by NHS Dorset Clinical Commissioning Group
	Budget: N/A (for DCC)
	Risk Assessment:

## E-Zec Patient Transport Service

	Current Risk: LOW (for DCC) Residual Risk: LOW (for DCC)
	Other Implications: N/A
Recommendation	The recommendation is for Dorset Health Scrutiny Committee to note and comment on this report and understand the current performance of the NHS commissioned non-emergency transport service.
Reason for Recommendation	The work of the Committee contributes to the County Council's aim to help Dorset's citizens to remain safe, healthy and independent. The update on the current performance of the NHS commissioned non-emergency transport service supports this work.
Appendices	None.
Background Papers	Report to Dorset Health Scrutiny Committee, 6 September 2016 (please see agenda item 38): <a href="#">Report to DHSC re EZec Patient Transport Services 6 Sept 2016</a>
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### 1. Background

- 1.1 E-zec was awarded the contract for Dorset's Non-Emergency Patient Transport Service (NEPTS) in October 2013 by NHS Dorset Clinical Commissioning group (CCG) following a tendering exercise. The service was awarded a five-year contract with the possibility to extend for two-years.
- 1.2 The service experienced severe operational issues at the start of the contract due to the level of activity being much higher than planned for. NHS Dorset CCG worked closely with E-zec and the service is now operating well with a good understanding of expected activity levels.
- 1.3 Contract review meetings are held on a bi-monthly basis between the commissioner NHS Dorset CCH and the provider E-zec where performance, activity and quality of the service is discussed and reviewed.
- 1.4 The 2016/17 budget for the E-zec Patient Transport Service is £5.5 million and the service operates within financial expectations.

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- 1.5 A benchmarking exercise has been completed in recent months by the CCG Procurement Team which has confirmed that E-zec is offering a service which is financially equitable with neighbouring CCG's.

### **What is Non-Emergency Patient Transport Service (NEPTS)?**

- 1.6 Non-emergency Patient Transport Services (NEPTS) are provided for patients who are being transported to an NHS funded service for NHS treatment and who are deemed medically eligible based on the Department of Health (DH) eligibility criteria, which Dorset Clinical Commissioning Group (DCCG) has localised.
- 1.7 This service is for non-urgent, planned transportation of patients whose medical condition is such that they require the skills or support of clinically trained NEPTS staff and/or their equipment on/after their journey. Eligible patients are not charged for NEPTS transport provided by the NHS.
- 1.8 NEPTS should be seen as part of an integrated programme of care. Some patients may be eligible to have their transport provided for them so that they are able to access non urgent planned healthcare i.e. procedures which were traditionally provided in hospital, but are now available in a hospital or community setting, in secondary and primary care settings, in a reasonable time and in reasonable comfort, without detriment to their medical condition.
- 1.9 Patients will be able to book their transport direct with the Dorset Patient Transport Bureau (DPTB). The eligibility assessment for NEPTS will be undertaken by the DPTB in consultation with the patient, using the DH eligibility criteria.

## **2. Eligibility**

- 2.1 Patients are deemed eligible for NEPTS where they meet the following Department of Health (DH) criteria.

### **Eligible journeys are those:**

- made for non-primary healthcare services, for which the patient has been referred by a doctor or dentist;
- made for treatment paid for by the NHS, regardless of whether it is carried out by an NHS care professional or an independent one.

### **Eligible patients are those:**

- where the medical condition of the patient is such that they require the skills or support of PTS staff on/after the journey and/or where it would be detrimental to the patient's condition or recovery if they were to travel by other means;
  - where the patient's medical condition impacts on their mobility to such an extent that they would be unable to access healthcare and/or it would be detrimental to the patient's condition or recovery to travel by other means;
  - recognised as a parent or guardian where children are being conveyed.
- 2.2 NEPTS could also be provided to a patient's escort or carer where their particular skills and/or support are needed e.g. this might be appropriate for those accompanying a person with a physical or mental incapacity, vulnerable adults or to act as a translator.

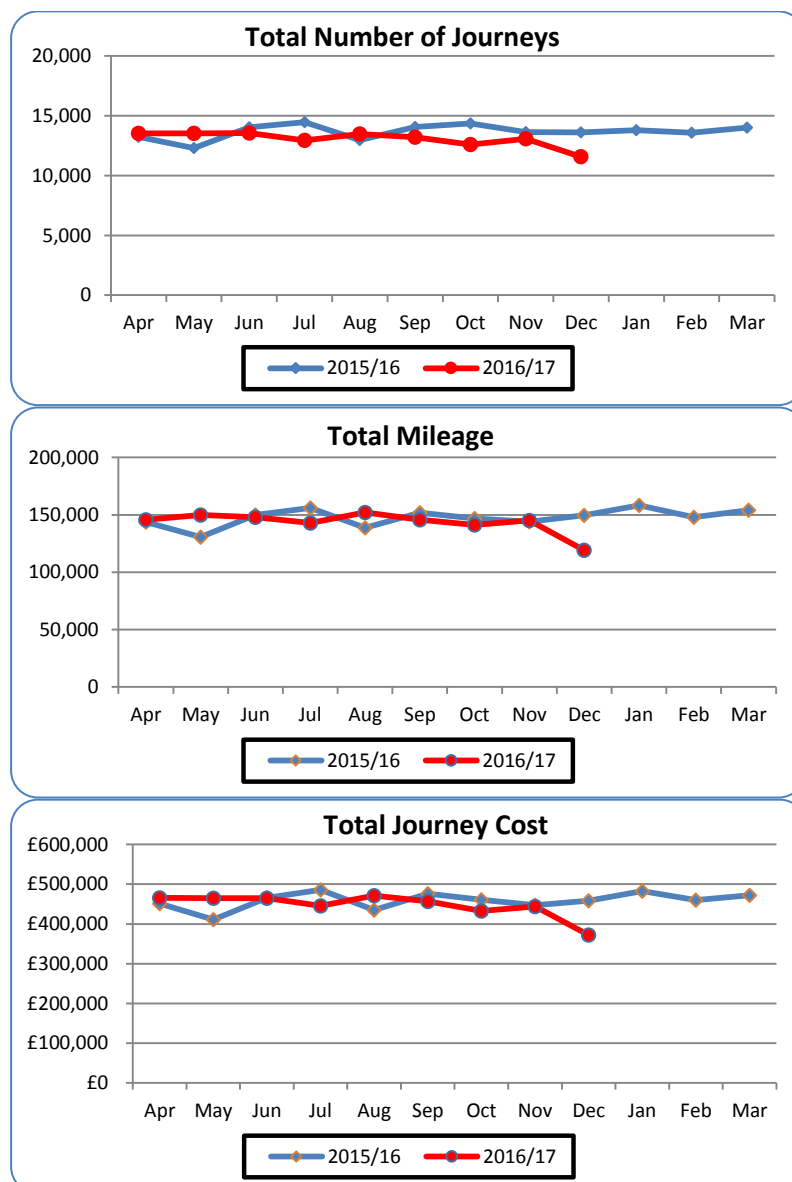
## E-Zec Patient Transport Service

Discretionary provision such as this would need to be agreed in advance, when transport is booked.

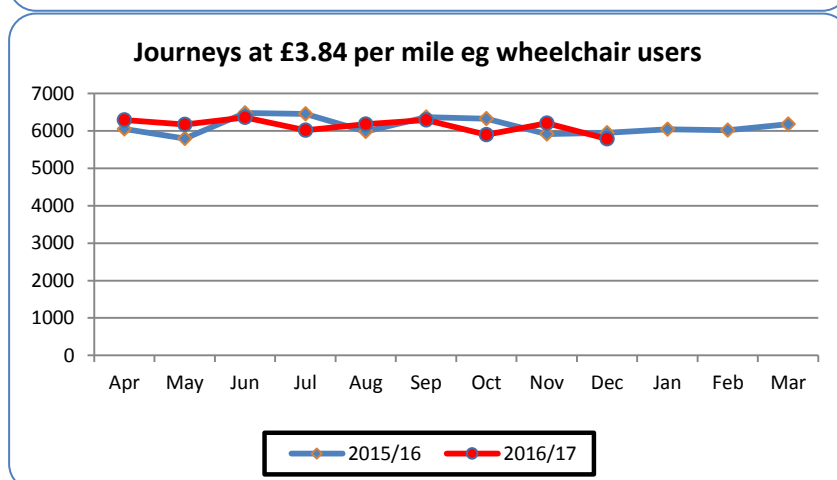
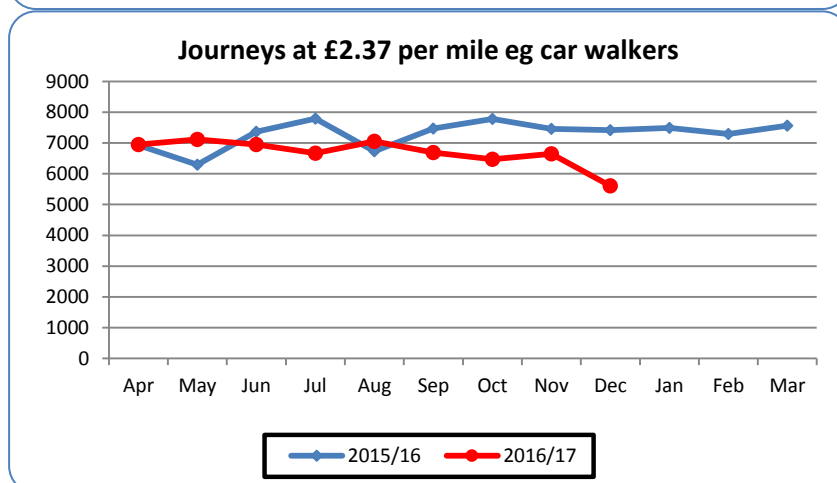
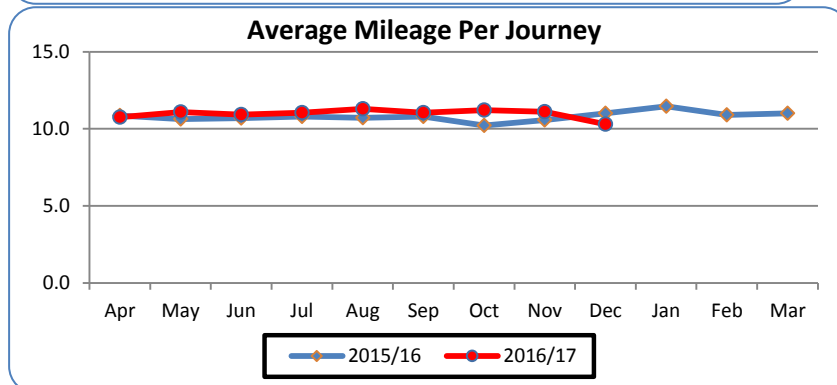
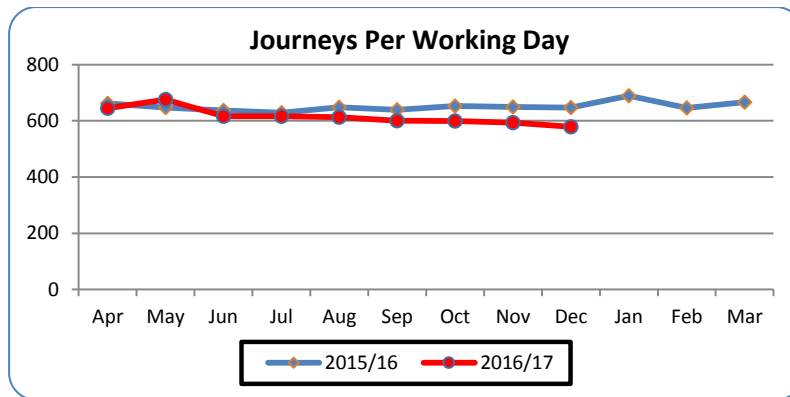
- 2.3 Affordability is not a qualifying factor for this service, only patients whose health would be adversely affected if travelling by other means are eligible. Financial assistance with transport is provided for through the Hospital Travel Costs Scheme.
- 2.4 The NHS Dorset CCG Policy for Non-Emergency Patient Transport Service (NEPTS) Eligibility Criteria is available upon request.

### 3. Activity and Performance

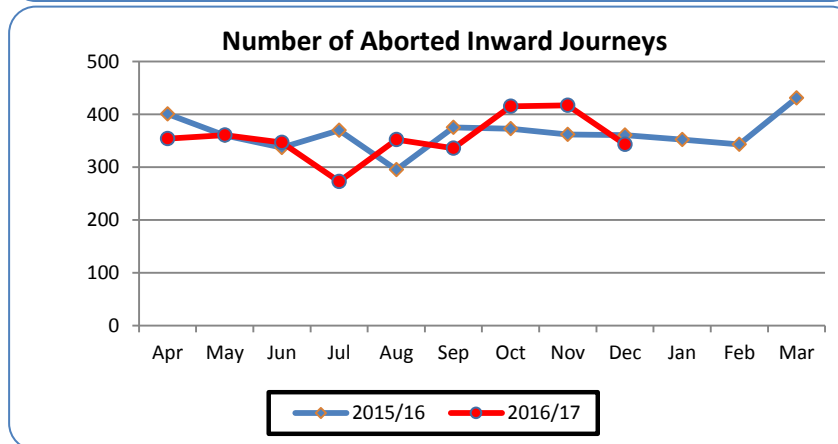
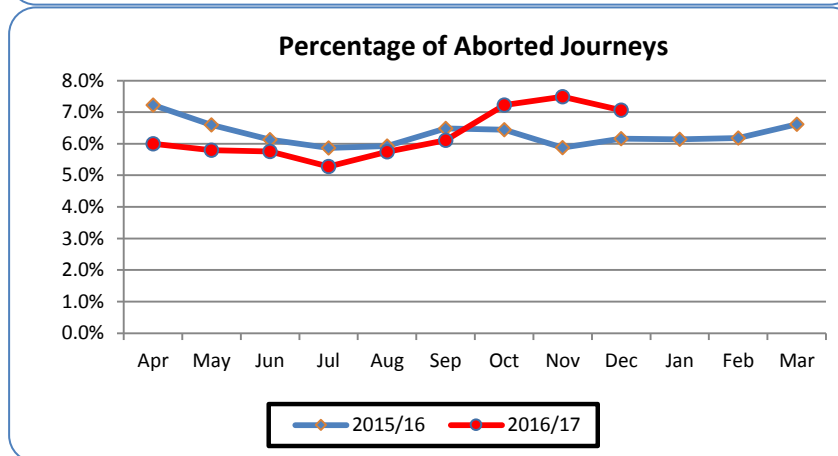
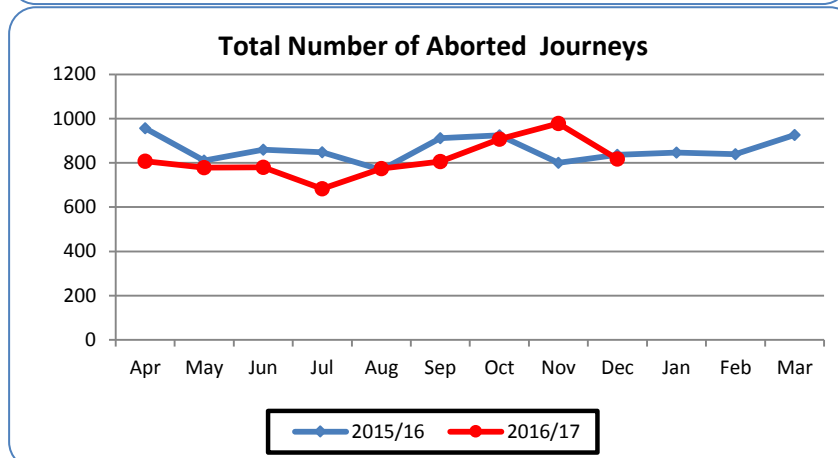
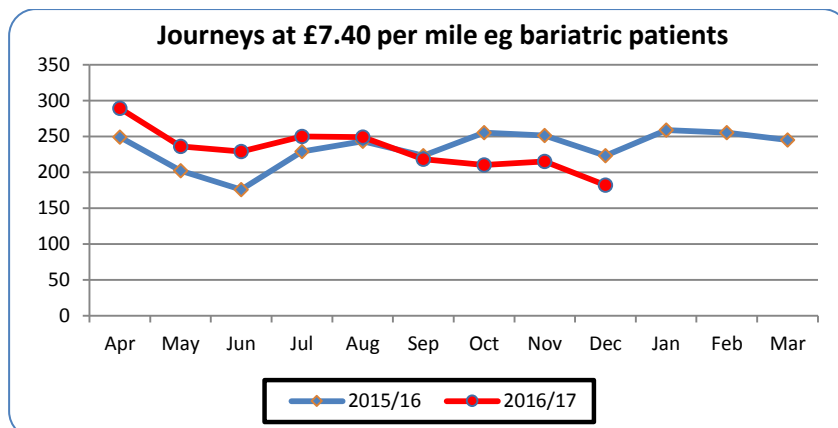
- 3.1 The information below comprises the activity from April to December in both 2015 and 2016. This is presented at bi monthly review meetings and is used by the CCG to monitor the performance of the contract.



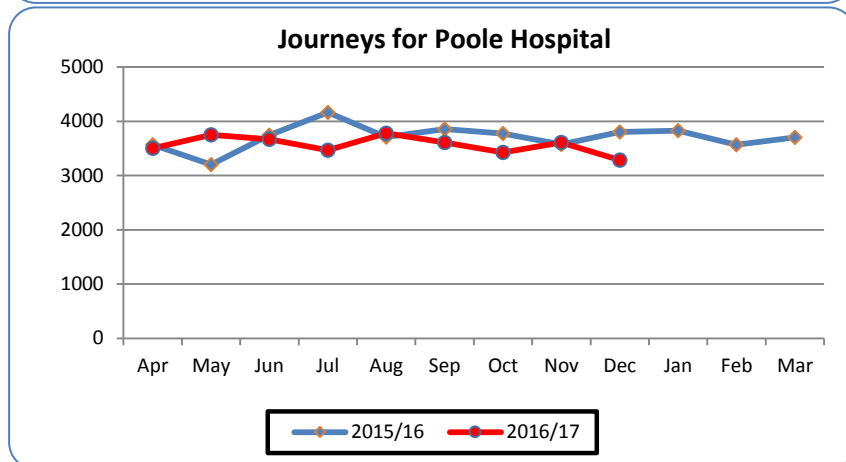
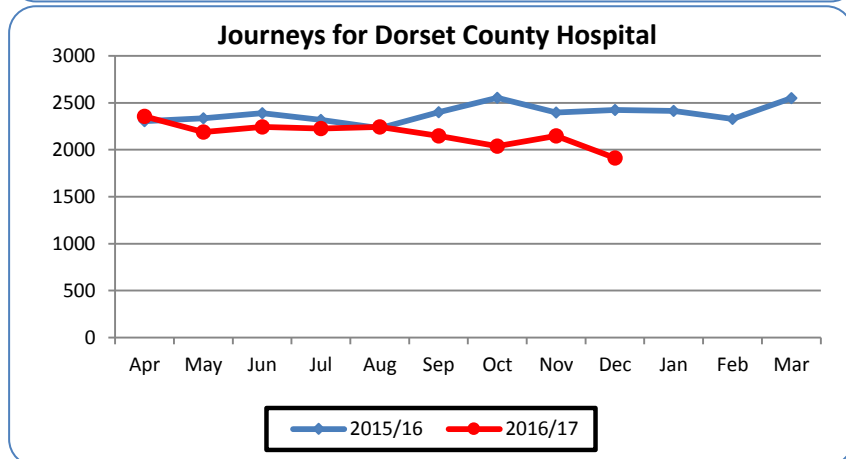
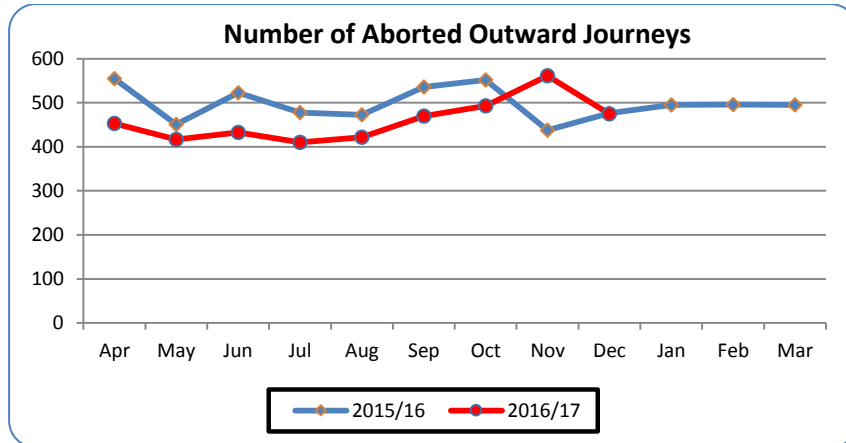
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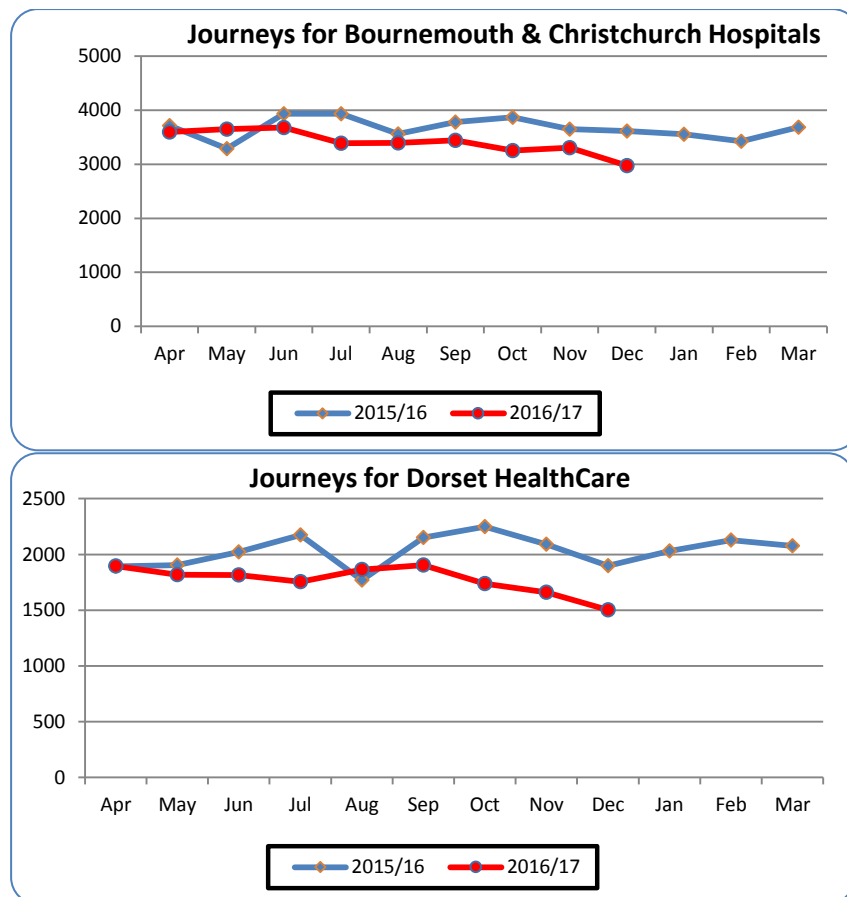
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- 3.2 The CCG also monitors the quality of the contract against Key Performance Indicators and an agreed Quality Schedule. Performance against key performance indicators continues to improve with the majority now being achieved.
- 3.3 Performance against Quality Indicators is also reported against exception and areas include:
- Safeguarding
  - Complaints
  - Incidents
  - Staffing levels and training
- 3.4 Complaints recorded in November 2016 and December 2016 total 3.
- 3.5 The CCG is working with E-Zec and local providers to reduce the level of aborted journeys and further understand what can be done to reduce these incidents.



**4. Next Steps**

- 4.1 NHS Dorset CCG continues to monitor all aspects of the E-zec service to ensure it continues to meet the needs of our Dorset registered patients and the providers who utilise them to transport their patients.
- 4.2 Work is also underway to review the eligibility criteria for this service based on best practice and criteria from other areas and consideration of the extension of the existing contract.

**Mike Wood**  
**Director for Service Delivery**  
**NHS Dorset CCG**