

## Joint Health Overview and Scrutiny Committee (JHOSC): North West London Patient Transport Services (PTS) Update on Quality Standards

<b>Summary</b>	This paper provides the Joint Overview and Scrutiny Committee (JHOSC) with an update on the Patient Transport Services (PTS) implementation of PTS Quality Standards and Patient Charter in Hospital Trusts in North West London.
<b>Date</b>	28 February 2019
<b>Owner</b>	Kiran Shah, Travel and Access Programme Lead

### 1. Introduction

This paper provides the Joint Overview and Scrutiny Committee (JHOSC) with an update on the Patient Transport Services (PTS) implementation of PTS Quality Standards and Patient Charter in Hospital Trusts in North West London.

### 2. Background

During 2016 we developed North West London wide PTS Quality Standards and a Patient Charter to support our aspiration of improving the transport services provided by all acute hospitals in North West London to an agreed standard. This means that regardless of which hospital a patient is travelling to, the quality of the transport service should be consistent.

Hospitals covered are:

- Imperial College Healthcare NHS Trust
- London Northwest University Healthcare NHS Trust
- The Hillingdon Hospitals NHS Foundation Trust
- Chelsea and Westminster NHS Foundation Trust.

The North West London wide PTS Quality Standards have been developed in collaboration with PTS service users; Hospital Trust PTS leads; lay partners; transport providers and CCG

Contract Leads. In addition the standards have been informed by a North West London-wide survey of 700 patients who use local PTS services.

The PTS Patient Charter outlines the key requirements a patient should expect on every journey. For example, the requirement that the driver should wear a uniform and carry identification or that the transport vehicle should be clean.

A set of PTS KPIs have been developed to allow for monitoring of the PTS Quality Standards and provide an opportunity for benchmarking and supporting hospitals to achieve full implementation.

The PTS Quality Standards / Patient Charter and KPIs went into trust contracts in shadow form in April 2017 and formally into contracts in April 2018.

***See attached: PTS Quality Standards and Patient Charter***

### **3. Quality Standards Implementation**

A subgroup chaired by a lay partner who is a service user and with representatives from each of the hospitals and commissioners is responsible for reviewing quarterly returns from the hospitals against the PTS Quality Standards, to monitor progress of implementing the standards and highlight concerns to contract commissioning leads.

All hospital trusts are currently achieving the standards on vehicle cleanliness and suitability. Improvements have been made by all hospitals in staff training and contacting the patient the day before their transport is booked to confirm arrangements. Hospitals are now working towards all patients being contacted 30 minutes before their transport is due to arrive so they know when to expect to be picked up.

Hospitals are working with the transport companies to address and improve on the journey duration and arrival and departure times taking into account route planning and peak traffic times. In addition hospitals are reviewing internal processes to improve on discharge planning to link with booked transport to facilitate a more efficient journey for the patient and improve waiting times.

Improvements over the year include:

- Patients departing within 60 minutes of being booked ready to leave improved from 85.13% to 87.84%
- Time spent on the vehicle for journeys up to 6 miles, the target is 95% to spend under an hour on transport, the average across all trusts is now 95.8%
- Patients arriving late for their appointments has dropped from 12.63% to 6.95%
- London North West improved their arriving on time from 76.1% to 94.65% for patients arriving no more than 45 minutes early and no more than 10 minutes late.

### **4. Summary and next steps**

The PTS Quality Standards are a mandatory requirement of all transport procurement going forward. Currently three out of the four trusts are procuring transport services and commissioners will ensure the Quality Standards are included in all new contracts.

The work to date has identified that the acute hospitals all have different assessment processes and eligibility criteria. This means that in some areas in North West London, GPs are expected to assess and determine whether a patient will have transport provided for them and in other areas the hospital will carry out an assessment and determine eligibility.

We are currently reviewing eligibility criteria and working towards developing a North West London-wide common assessment process to be implemented in all acute hospitals.

Appropriate reviews of the eligibility for transport will be undertaken dependant on medical need to ensure transport services are used appropriately.