



Patient Transport Service Report

Date: 20th January 2022

Report title: Non-Emergency Patient Transport Service (NEPTS) engagement forum
Sussex

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Executive Summary

Non-Emergency Patient Transport Service (NEPTS) collaborated with Healthwatch in Sussex and the Sussex Clinical Commissioning Group (CCG) with the support of the South Central Ambulance Service NHS Foundation Trust (SCAS) engagement manager, to deliver an online forum to service users in Sussex. The forum provided an opportunity to share information about SCAS, educate service users on NEPTS and any adaptations we have made during the pandemic as well as the future of the contract. There were the following actions taken away from the forum

- The GPS on the vehicles is outdated and therefore this can be problematic when travelling into London. – SCAS are rolling out new devices which will have the updated mapping which should support team members but familiar with the areas.
- It was raised that patients do not always know how long their appointments are going to be therefore most state 1 hour which is the default. We discussed that our system can recognise through put times if known, for example, if generally a clinic for an appointment such as eye clinic is two hours then we can set that in the system so it would not matter who makes the booking it would default to two hours. Then any updated will be made to the system to improve the process for patients.

Background

The NEPTS for Sussex has been delivered by SCAS since 2017 and is Commissioned by NHS Clinical Commissioning Group (CCG) in Sussex.

The original contract commenced on 1st March 2017 for 3 years and 1 month, as a step-in provider. The contract has had subsequent extensions/Direct Awards due to COVID-19 and the NHS National Patient Transport Review and is currently in place until 31st March 2023.

The service provides assisted transport for patients to enable them to access healthcare treatment in and out of hospitals & clinics supported by an agreed eligibility criteria to assess patient's mobility and medical requirements for NHS funded transport.

Previously the CCG hosted the NEPTS Forum. The purpose of the Forum is to involve patients, local people and foundation trust members in the development of the non-emergency service we provide in Sussex. It is an invitation to anyone who wants to play a part in shaping this service.

In October 2018, NEPTS undertook hosting engagement events and held a forum at Pacific house Eastbourne, and Pebble Room, Beachcroft Hotel, Felpham, Bognor Regis. Heathwatch was in attendance alongside with patients, public and Healthcare professionals.

In May 2019, forums were held in Pacific House Eastbourne our area of focus was the Renal Service and St. Richard's Hospital –patients, Health Care professionals, Sussex Renal and Kidney units and the public attended.

November 2019 NEPTS held forums at St Richards Hospital and Brighton rehabilitation unit again public, patients, Health Care professional and the CCG attended.

Online Forum

A virtual forum was held on the 13th October 2021 to promote the NEPTS provided by SCAS

NEPTS collaborated with the CCG and Heathwatch who also gave a presentation at the event and supported promotion.

SCAS promoted the event via a range a channels:

- SMS sent to SCAS service users in Sussex
- E-bulletin sent to SCAS members in Sussex
- Promoted on SCAS website and SCAS social media
- Heathwatch Sussex supported promotion of the event
- Promoted to local community and voluntary sector
- Communications Team contacted local media to promote the events
- Sent out via Sussex CCG to local contacts

The forum had 13 attendees this included Alan Boyd, Heathwatch Brighton and Hove and Kaia Vitler, Sussex NHS Commissioning Group.

NEPTS gave a presentation which covered:

- What is Non-Emergency Patient Transport
- Sussex contract overview and Covid Response
- Engagement & Feedback
 - Hospitals
 - Patients
 - Volunteers
- Access to our services
- National Patient Transport review by NHS England
- Response to Heathwatch
- Questions

Kaia Vitler gave a presentation to presentation covered.

- Patient Transport is provided by SCAS and this was Commissioned until March 2022. As part of the nation Non-Emergency Patient Transport review a further 18 months has been commissioned to SCAS to continue with the service.
- Nation Criteria Review for Patient Transport
- A single operating model for discharges
- Providing lots of communication on how to book transport.
- 4 workshops have taken place which included SCAS and the Public.
- Sussex Commissioners have been chosen to be part of the NHS England Pathfinder Site.
- A single point of access across all of Sussex is the vision for Patient Transport will become the hub for all patient transport with the aim to include Community Transport, Healthcare Travel Cost Scheme (HTCS) and Mental health Transport.

| Question asked | We said |
|--|--|
| Out of area transport, drivers need support when do not know the area. | More support is needed when for our crews and volunteers are driving out of area. We are exploring different options of GPS systems |
| I don't always know how long my appointment will be. What can be done about this? | It is difficult as outpatients appointment vary, we book an average length of how long we think you may be, this will enable us to book your transport. It would be helpful if patients can ask the department how long their appointment will be. If an appointment is delayed the hospital can change the collection time on the booking. On most appointments we have a default time of 1 hour for collection from appointment time. We can also work towards adding a through put time on our system this will ensure the right time is booked, this would be working with all departments in all hospitals. |
| Liaison Officers used to be on the front desks of the hospital for us to go to chase our transport. | Due to COVID, most Hospitals have reduced staff. Hospital Liaison Officers have been temporary removed. The Hospital Liaison Officer do not have a base but are available by the telephone in all acutes. Since the Forum, Hospital Liaisons Officers have returned to site however this is not necessary the same locations. |
| A friend walks with two sick and can't drive, told me she can't get transport, I liaised with a MP and she booked the transport. | <p>Details to be provided and an investigation will take place.</p> <p>MP and Commissioner to meet with Information regarding eligibility review and NHS England Pathfinder Site.</p> <p>Further information on how the eligibility criteria works.</p> |
| Why can't the phone be separated between crew and patients? Too many options and a delay when trying to get through. | The crews do have a separate line to the call handlers, the call line is for public and Health care professionals. The lines are very busy at peak times i.e .09:00 there is an Online system. |
| Why do I have to go through the eligibility criteria each time when booking transport? | This process is applied to all new bookings. |

Healthwatch Sussex gave a brief update of the 4th review of the Patient Transport Service. The feedback from the survey received was very positive.

A few points from the review to be considered.

- Dedicated Renal Service – where possible we try to keep the drivers consistent however this is a challenge still with the restrictions of covid and cohorting patients.
- Mobile phone app
- Text or call when transport is due to arrive – An SMS is sent when the resource is on the way, the crews are also instructed to call ahead.
- Be able to speak to someone to find out where my transport is.
- Exact timing of when my transport will arrive

Follow up

An email was sent to delegates on 17th November 2021 with an NEPTS survey. The survey gave participants an opportunity to ask any questions which weren't covered in the forum. 3 responses received.

Next steps

Targeted engagement with bariatric and renal patients in Sussex.

Online forum in the spring to be confirmed

Supporting documents

- Link to film <https://www.youtube.com/watch?v=3U4f-tykdtU>
- Email patientexperience@scas.nhs.uk
- Survey

Patient Transport Service Forum feedback survey



We would like you to think about your experience when you attended the Virtual Engagement event on the 13th October 2021 by completing a short survey below your feedback is important to us and will enable us to shape future engagements events.

Q1. How did you hear about the Engagement event

| | |
|---|---|
| <input type="checkbox"/> Facebook | <input type="checkbox"/> Twitter |
| <input type="checkbox"/> Text service via the Patient Transport Service | <input type="checkbox"/> Healthwatch |
| <input type="checkbox"/> SCAS Members e-bulletin | <input type="checkbox"/> Clinical Commissioning Group |

Q2. How easy was it for you to get onto Microsoft Teams to access the event? On a scale 1-10 (1 inaccessible, 10 being easy)

| | |
|----------------------------|-----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 5 | <input type="checkbox"/> 10 |

Q3. How helpful was the presentation provided by the Patient Transport Team? On a scale 1-10 (1 Very Poor and 10 Very good)

| | |
|----------------------------|-----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 5 | <input type="checkbox"/> 10 |

Q4. Is there anything else you would have liked to be included in the presentation?

| | |
|---|-----------------------------|
| <input type="checkbox"/> Yes (please use comment box) | <input type="checkbox"/> No |
| Comment Box - | |

Q5. What was your understanding of PTS before the event? On a scale 1-10 (1 Extremely poor and 10 Extremely good)

| | |
|----------------------------|----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 8 |

| | |
|----------------------------|-----------------------------|
| <input type="checkbox"/> 4 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 5 | <input type="checkbox"/> 10 |

Q6. How do you feel your understanding of the Patient Transport service has improved since the event?

On a scale 1-10 (1 Strongly Disagree and 10 Strongly Agree)

| | |
|----------------------------|-----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 5 | <input type="checkbox"/> 10 |

Q7. If you have any more comments that you would like to add about the event, or any questions that you felt were not answered at the event or that you have thought of since and would like to ask, please use the comment box below.

Comment Box -

If you would like to complete our survey on PTS satisfaction etc. please use the link. below.

<https://www.surveymonkey.co.uk/r/RHBP3Z6>

Thank you very much for completing the survey; If you would like to receive a report on the event and information on future events, please provide your details below

| | |
|------------------|--|
| Name | |
| Address | |
| Telephone number | |