

Health and Adult Social Care Overview and Scrutiny Committee

BRIEFING NOTE – No.06/14

Date: 6 May 2014

Briefing paper to: All Members of the Health and Adult Social Care Overview and Scrutiny Committee

Purpose: **Patient Transport Services Contract
Update to Medway HASC - 6th May 2014**

This short report updates HASC on performance of the PTS contract since the 8th April meeting.

The CCG continues to discuss performance with NSL (the PTS service provider) on a weekly basis. Attention remains focused on the six key indicators:

Timeliness of taking patients into an outpatient appointment,
Timeliness of collecting patients from an outpatient appointment
Timeliness in bringing renal patients in for treatment
Timeliness in collecting renal patients from treatment
Timeliness of collecting patients discharged from hospital (2 indicators)
Validated data for the month of March has now been analysed and whilst it shows some improved performance on transport of Renal patients, overall performance improvement in March had effectively stalled.

On 19th, 20th and 21st March the Care Quality (CQC) visited and inspected the NSL services in Kent and Medway. The draft report is with NSL to be checked for factual accuracy. As soon as it has been finalised by CQC and published, the CCG will review the results and consider what action the commissioner needs to take. The report will be shared by HASC when available.

NSL are required to meet the requirements of the six key indicators by the end of May 2014. As previously reported to HASC, failure to meet these targets will lead to further action being taken by the Commissioner

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