

Agenda Item 7

		THE HEALTH SCRUTINY COMMITTEE FOR LINCOLNSHIRE	
Boston Borough Council	East Lindsey District Council	City of Lincoln Council	Lincolnshire County Council
North Kesteven District Council	South Holland District Council	South Kesteven District Council	West Lindsey District Council

Open Report on behalf of NHS Lincolnshire West Clinical Commissioning Group

Report to	Health Scrutiny Committee for Lincolnshire
Date:	21 March 2018
Subject:	SUPPLEMENTARY REPORT - Non-Emergency Patient Transport Service – Contract Management and Performance Update - February 2018 Performance Position

Summary:

This report supplements the report: Non-Emergency Patient Transport Service – Contract Management and Performance Update being considered by the Health Scrutiny Committee for Lincolnshire on 21 March 2018. Performance information is made available Thames Ambulance Service Limited (TASL) on the 15th of the month following the month to which it relates and which is after the initial deadline for the submission of papers for the Committee.

This supplementary report sets out the performance position achieved by TASL for the period from July 2017 to February 2018 and includes commentary on this position from the NHS Lincolnshire West CCG as lead for the Lincolnshire CCGs for the TASL Contract.

Actions Required:

The Health Scrutiny Committee is asked:

- (1) To consider this supplementary report including the commentary on the performance position achieved by TASL.
- (2) To consider when and how further updates on the position are required from LWCCG

1. Performance to February 2018

The table below shows the performance position achieved by TASL for the key performance indicators (KPIs) included in the contract between the Lincolnshire CCGs and TASL for the period from July 2017 to February 2018. It includes detail of performance achieved against the Remedial Action Plan (RAP) improvement trajectory that was put in place by the CCG to seek to restore performance to the level required by the contract by March 2018.

KPI	Detail	Target	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17			Jan-18			Feb-18		
			Actual	Actual	Actual	Actual	Actual	RAP Target	Actual		RAP Target	Actual		RAP Target	Actual	
KPI 1	Calls answered within 60 seconds	80% ?		77%	66%	56%	42%	60%	43.6%	Better	68%	43.0%	Worse	74%	79.4%	Better
KPI 2	Journeys cancelled by provider	0.50%	2.17%	0.67%	0.66%	1.68%	0.45%	0.50%	1.4%	Worse	0.50%	0.8%	Better	0.50%	0.2%	Better
KPI 3a	Same day journeys collected within 150mins	95%	74%	84%	91%	78%	74%	90%	67.6%	Worse	95%	78.2%	Better	95%	88.0%	Better
KPI 3b	Same day journeys collected within 180mins	100%	78%	85%	93%	82%	80%	95%	72.4%	Worse	100%	82.8%	Better	100%	90.9%	Better
KPI 4a	Renal patients collected within 30 mins	95%	53%	65%	65%	52%	62%	70%	63.6%	Better	80%	71.1%	Better	90%	73.1%	Better
KPI 4b	Non-Renal patients collected within 60 mins	95%	53%	64%	82%	66%	73%	75%	67.7%	Worse	80%	76.3%	Better	85%	78.6%	Better
KPI 4c	All patients collected within 80 mins	100%	59%	67%	85%	71%	79%	85%	78.3%	Worse	90%	84.8%	Better	95%	87.3%	Better
KPI 5	Fast track journeys collected within 60 mins	100%	85%	95%	79%	71%	52%	90%	58.3%	Better	100%	72.4%	Better	100%	73.7%	Better
KPI 6a	Renal patients to arrive no more than 30 mins early	95%	41%	50%	53%	42%	44%	50%	54.1%	Better	60%	55.6%	Better	80%	59.5%	Better
KPI 6b	Patients to arrive no more than 60 mins early	95%	47%	74%	74%	59%	65%	75%	64.6%	Worse	80%	68.3%	Better	85%	71.8%	Better
KPI 7	Journeys to arrive on time	85%	52%	77%	80%	68%	72%	80%	74.1%	Better	82%	78.4%	Better	84%	82.4%	Better
KPI 8	Patients time on vehicle to be less than 60 mins	85%	60%	70%	73%	66%	69%	75%	71.8%	Better	80%	75.3%	Better	85%	76.2%	Better

2. LWCCG Commentary

In February TASL:

- Achieved the contract KPI target for journeys cancelled by the provider.
- Against their recovery trajectory, achieved the February target for 2 out of 12 KPIs (calls answered in 60 seconds and journeys cancelled by the provider);
- Against their recovery trajectory, did not achieve the February target for 10 out of 12 KPIs;
- Recorded an improvement in performance for 12 out of 12 KPIs when compared to the performance in January. The improvement for some KPIs was relatively small.

LWCCG welcomes the reported achievement of the recovery trajectory for 2 KPIs and the month on month improvement in all KPIs for February 2018. The Committee should note that LWCCG is undertaking further work to validate the recording of journeys cancelled by the provider.

We are pleased to note the significant improvement in reported performance for call answering.

There are, however, continuing challenges for TASL to achieve the target level of performance for each of the KPIs as is required for the end of March (data scheduled to be received mid-April) and to maintain this thereafter. The most significant challenges relate to the time that TASL arrive with patients to start their journeys and for renal patients to arrive no more than 30 minutes in advance of their appointment time.

3. Conclusion

Whilst challenges remain, the improvements reported in February are a step in the right direction. LWCCG will review March performance information before considering further actions in addition to those that are currently in place. LWCCG will continue to work with TASL to drive improvement and to hold them to account for performance and service delivery. LWCCG continues to apply contract penalties as set out in the contract.

4. Consultation

This is not a consultation item.

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

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