Lincolnshire COUNTY COUNCIL Working for a better future		THE HEALTH SCRUTINY COMMITTEE FOR LINCOLNSHIRE	
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Open Report on behalf of NHS Lincolnshire West Clinical Commissioning Group

Report to	**Health Scrutiny Committee for Lincolnshire**
Date:	**20 March 2019**
Subject:	**Non-Emergency Patient Transport Service – Update**

Summary:

This report provides an update from Lincolnshire West Clinical Commissioning Group (CCG) on the Non-Emergency Patient Transport Service. This report follows previous reports received by the Committee from the CCG and separate reports received by the Committee from Thames Ambulance Service Limited (TASL) who are the contracted provider for this service.

Since the date of the previous update provided to the Committee by the CCG, the Care Quality Commission (CQC) published their report in relation to their inspection of the TASL service in October 2018. The Committee discussed with TASL the CQC report at the February 2019 meeting of the Committee.

This report to the Committee provides an update on performance against contract activity and Key Performance Indicators (KPIs) for the period to January 2019 and commentary from the CCG in relation to the CQC report.

The Committee should note that the KPI information included in this report is in a simplified format to that previously included in reports from the CCG.

Actions Required:

The Health Scrutiny Committee is asked to consider and note the content of this report.

1. Background

Lincolnshire West Clinical Commissioning Group (LWCCG) is the lead commissioner for non-emergency patient transport services (NEPTS) on behalf of the four Lincolnshire CCGs. Thames Ambulance Service Limited (TASL) took over as contracted provider for the non-emergency patient transport service in Lincolnshire on 1 July 2017 following a competitive tender process.

The Committee has received a number of reports from the CCG since the start of the Contract. The CCG and Committee have historically and continue to express concerns regarding the delivery of the service by TASL. The Committee passed a vote of 'no confidence' in TASL in December 2017 and in December 2018 wrote to the CCG requesting the CCG seriously consider a managed and strategic exit from the contract with TASL, as soon as possible.

During attendance at the Committee in January 2019 the CCG stated that they would continue to work to address the concerns raised by the Committee regarding TASL's unacceptable levels of performance and that it was the view of the CCG that there would be an unacceptable level of risk of giving notice to exit the contract and moving to a new provider at that time. The CCG further stated that it would continue to update its assessments of risk associated with potential exit of the TASL contract in light of changing circumstances and new information and in the absence of significant improvement may give notice at a future date.

TASL attended the February meeting of the Committee where there was discussion around the recently published CQC report following CQC inspection of the service in October 2018. The CQC report rated TASL as inadequate for Safe, Effective, Responsive and Well Led and rated TASL as good for Caring. TASL have requested the CQC to re-inspect the service and it is understood that this has been agreed by CQC to take place towards the summer of 2019.

2. LWCCG Commentary

The CCG is working with other CCGs that commission TASL and NHS England to co-ordinate oversight of TASL's response to the findings of the CQC report. TASL have produced and are implementing an action plan in order to address the concerns raised by the CQC. This included taking a number of immediate actions in relation to journeys for children, bariatric patients and patients with mental health issues.

Following publication of the CQC report, the CCG has issued to TASL a Contract Performance Notice for breach of Service Condition 1.1 of their contract in that TASL has failed to deliver the Fundamental Standards of Care.

CCG teams have recently undertaken quality visits to TASL sites in order to seek added assurance that the issues and requirements of the CQC report are being addressed. These visits have observed improvements in training compliance, use of equipment and some improvement in the visible cleanliness of vehicles, but concerns remain including journey planning, sharing of learning from complaints and incidents, reliability of PDA [Personal Digital Assistant] devices and engagement between staff and senior management. These concerns have been raised with TASL by the CCG with TASL developing actions to further address these issues.

A summary of the activity and KPI performance position for the contract for the period to January 2019 is included as Appendix A to this report. Call handling performance was recorded as 88% in January 2019, exceeding the contract requirement of 80% and achieving a significant improvement on the December position of 36%. No other KPIs were achieved in January 2019, although improvement on the December position was recorded for seven of the remaining elevent KPIs.

The Committee should note that NHS Hull CCG has given notice to TASL to terminate the NEPTS service that TASL provide to this CCG. The CCG has raised with TASL the issue of potential adverse impact of this service termination on the Lincolnshire service and TASL have stated that this will not cause any detriment to the service that is provided in Lincolnshire.

3. Conclusion

The CCG is continuing to work to address the concerns raised by the Committee regarding TASL's continued unacceptable performance and the concerns raised by the CQC report.

The CCG has updated its assessment of risk related to termination of the contract and remains of the view that there would be an unacceptable level of risk of giving notice to exit the contract and moving to a new provider at this time.

The CCG will continue to keep this position under review.

4. Consultation

This is not a consultation item.

5. Appendices

These are listed below and attached at the back of the report	
Appendix A	Activity and KPI summary

6. Background Papers

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

This report was written by Tim Fowler, Director of Commissioning and Contracting, Lincolnshire West CCG, who can be contacted on: Tel 01522 513355 xtn 5534 or by email Tim.Fowler@lincolnshirewestccg.nhs.uk

Appendix A

Activity and Performance against Key Performance Indicators – July 2017 to January 2019

Table 1: Activity Summary

	Jul 17 to Sep 17	Oct 17 to Dec 17	Jan 18 to Mar 18	Apr 18 to Jun 18	Jul 18 to Sep 18	Oct 18 to Dec 18	Jan-19
Patients	34,105	32,949	31,339	34,144	33,136	32,843	11,090
Escorts Medical	2,274	2,425	2,221	2,552	2,296	2,755	849
Escorts Relative	4,163	3,694	2,783	3,167	3,503	2,833	1,034
Total	40,542	39,068	36,343	39,863	38,935	38,431	12,973
Plan	48,792	48,029	48,030	47,268	39,730	39,109	13,657
Variance	8,250	8,961	11,687	7,405	795	678	684
Aborts	2,627	2,730	2,909	2,123	2,816	2,879	956
Cancelled	11,000	7,441	7,693	6,874	7,722	8,962	2,952
ECJs	1,145	1,181	1,116	1,459	1,546	898	61

Table 2: KPI Performance Summary

KPI	Description	Contract Target	Latest Performance (Jan 2019)	Number of Occasions KPI has been achieved since start of Contract (19 months)	Average Achievement Since Contract Start	Best Achievement Since Contract Start
KPI 1	Calls answered within 60 seconds	80%	88.3%	2	60%	88%
KPI 2	Journeys cancelled by provider	0.50%	1.00%	5	0.96%	0.2%
KPI 3a	Same day journeys collected within 150 mins	95%	84.8%	0	82%	93%
KPI 3b	Same day journeys collected within 180mins	100%	88.3%	0	86%	95%
KPI 4a	Renal patients collected within 30 mins	95%	79.5%	0	70%	81%
KPI 4b	Non-Renal patients collected within 60 mins	95%	76.0%	0	75%	82%
KPI 4c	All patients collected within 80 mins	100%	84.6%	0	82%	89%
KPI 5	Fast track journeys collected within 60 mins	100%	77.5%	1	78%	100%
KPI 6a	Renal patients to arrive no more than 30 mins early	95%	60.1%	0	56%	71%
KPI 6b	Patients to arrive no more than 60 mins early	95%	68.0%	0	69%	75%
KPI 7	Journeys to arrive on time	85%	77.9%	0	77%	84%
KPI 8	Patients time on vehicle to be less than 60 mins	85%	76.5%	0	72%	76%

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