

# **Consultation on a future model for Non-Emergency Patient Transport Services (NEPTS) for Cambridgeshire and Peterborough**

**27 August – 19 November 2015**

**This 12-week consultation is to gather feedback on how we provide good quality Non-Emergency Patient Transport Services to the people living in Cambridgeshire and Peterborough Clinical Commissioning Group's area.**

## APPENDIX 2

This document is available in other languages and formats on request. To request alternative formats, or if you require the services of an interpreter, please contact us on:

→ 01223 725304 or

→ capccg.engagement@nhs.net

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

Pokud byste si chtěli tento dokument přečíst v jiném jazyce nebo formátu, nebo pokud požadujete služby tlumočnicka, kontaktujte nás.

Siete pregati di contattarci se desiderate ricevere questo documento in un'altra lingua o se richiedete i servizi di un interprete.

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઇન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

Jei pageidaujate gauti šį dokumentą kita kalba ar kitu formatu, arba jei jums reikia vertėjo paslaugų, kreipkitės į mus.

Se gostaria de ter este documento noutró idioma ou formato, ou se necessita de um intérprete, contacte-nos.

## APPENDIX 2

**Contents**

<b>The consultation document and process .....</b>	<b>4</b>
<b>Who are and what we do .....</b>	<b>5</b>
<b>What is Non-Emergency Patient Transport? .....</b>	<b>5</b>
<b>What are the issues that need to be addressed? .....</b>	<b>5</b>
<b>Why are we consulting with you now? .....</b>	<b>6</b>
<b>What we are asking you .....</b>	<b>6</b>
<b>What needs to change? .....</b>	<b>6</b>
<b>One point of call .....</b>	<b>6</b>
<b>Eligibility .....</b>	<b>7</b>
<b>Appendix 1 – Public meetings .....</b>	<b>8</b>
<b>Appendix 2 – Glossary of terms .....</b>	<b>9</b>
<b>Appendix 3 – Frequently Asked Questions .....</b>	<b>10</b>
<b>Appendix 4 – Legal requirements .....</b>	<b>11</b>
<b>Consultation questions .....</b>	<b>13</b>
<b>Your feedback .....</b>	<b>17</b>

## **The consultation document and process**

### **The consultation will run from 9am on 27 August 2015 to 5pm on 19 November 2015.**

We hope this document is easy to understand. In order to help with any terms or words you may not be familiar with we have included a Glossary of Terms at Appendix 2, on page 9. We have tested this document with our Patient Reference Group (PRG), whose role is to monitor our engagement work and make suggestions on how Cambridgeshire and Peterborough CCG can find out people's views about proposed changes to services. Please let us know if you feel any part of the consultation is unclear.

We have arranged public consultation meetings throughout our area from September 2015. A list of meetings can be found at Appendix 1 on page 8 and on our website.

The meetings have been arranged for different times of the day and on different days of the week, to provide a good range of opportunities for you to find out more about this consultation, and to share your views with us.

The consultation is about proposals to improve services, not the individual organisations participating in the procurement process.

### **You can give us your views in a number of ways:**

- ➔ Complete the questionnaire found online on the CCG's website:  
[www.cambridgeshireandpeterboroughccg.nhs.uk/have-your-say/nepts.htm](http://www.cambridgeshireandpeterboroughccg.nhs.uk/have-your-say/nepts.htm)
- ➔ Fill in the paper copy of the questionnaire found on page 13 of this consultation document and send it FREEPOST to Freepost Plus RSCR-GSGK-XSHK, Cambridgeshire and Peterborough CCG, Lockton House, Clarendon Road, Cambridge CB2 8FH. (You do not need a stamp).
- ➔ Phone the Engagement Team on 01223 725304.
- ➔ If you belong to a group or organisation, you can invite us along to one of your meetings by contacting our Engagement Team on 01223 725304 or by email to [capccg.engagement@nhs.net](mailto:capccg.engagement@nhs.net), putting 'NEPTS consultation' in the subject field.
- ➔ Come along to one of the public meetings listed in Appendix 1 on page 8.

## APPENDIX 2

## Who we are and what we do

Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) is the organisation responsible for planning, organising and buying NHS-funded healthcare for people living in the Cambridgeshire and Peterborough area. It replaced NHS Cambridgeshire and NHS Peterborough (the Primary Care Trusts, or 'PCTs') on 1 April 2013.

We are one of the largest CCGs in England, by patient population, with 107 GP practices as members. We are organised into eight local groups, known as Local Commissioning Groups or LCGs, covering all GP practices in Cambridgeshire and Peterborough, as well as three practices in North Hertfordshire (Royston) and two in Northamptonshire (Oundle and Wansford).

We have a patient population of approximately 913,000 which is diverse, ageing and has significant inequalities. We manage a budget of around £940 million to spend on healthcare for the whole population of this area, which is just under £1,000 per person.

**We are responsible for commissioning Non-Emergency Patient Transport Services for patients that meet the eligibility criteria.**

## What is Non-Emergency Patient Transport?

Usually patients are responsible for getting themselves to and from non-emergency NHS appointments e.g. attending an outpatient appointment or visiting a minor injuries unit. In certain situations, where patients have specific medical needs and have no other way of getting to and from their appointment, the NHS will provide Patient Transport Services. Cambridgeshire and Peterborough CCG has a responsibility to ensure access to Non-Emergency Patient Transport Services (NEPTS) for patients who meet the eligibility criteria.

## What are the issues that need to be addressed?

Non-Emergency Patient Transport Services in Cambridgeshire and Peterborough are currently delivered by many providers, on different contracts, and with different service specifications.

These arrangements have been in place since before the CCG came into being, which has led to inconsistency as each contract delivers a different standard of service. This means that we cannot offer our patients equal access to NEPTS under the current arrangements. We are re-commissioning the service under a single contract as we cannot continue to provide the service in the way it is being provided at the moment.

Work is being undertaken to review what the new service could look like. The aim is that the procurement - the process of 'buying' a service - will be offered as 'one service' which includes patient transport and a call centre service to take the bookings.



## APPENDIX 2

We spend more than £6.5m on NEPTS. To comply with regulations, we need to carry out a formal tender when we re-commission the service. A formal tender is a process we go through to invite organisations to bid for a contract to run or deliver NHS services.

The CCG is seeking input from patients, carers, members of the public, medical professionals and stakeholders to hear about their experiences of the current service and how we might improve it in the future. This is why we are seeking your views at this stage.

### **Why are we consulting with you now?**

The current contracts for NEPTS are coming to an end. This is a good opportunity for us to think about the future of these services and to improve the access to, and equity of services, for patients across the CCG's area.

Although these services are currently run by different providers the aim is that in the future NEPTS will be one service which is managed by one provider.

### **What we are asking you**

We are looking for a single provider for the Non-Emergency Patient Transport Service. During this 12-week consultation we want you to give us your views on the current services. We would also like your feedback on how we could improve the service.

The feedback received from this consultation will be collated into a report for the CCG's Governing Body to consider before it makes any decisions on the future of these services.

### **What needs to change?**

We would expect any new contract to:

- ➔ help make sure that patients are discharged from hospital in a timely way, so that they do not have to wait a long time for transport
- ➔ provide better coordination with hospital discharge procedures
- ➔ be able to provide the service out of hours, supporting more comprehensive services being available to patients
- ➔ deliver financial efficiencies
- ➔ support all health services which may move to operating seven days a week.

### **One point of call**

Currently NEPTS can be booked in a number of ways, such as at your doctor's surgery and some hospitals and community clinics. In some areas of the CCG it is the patient that books the transport directly with the transport provider.

We are proposing that NEPTS should be accessed by one point of contact that patients, carers, and healthcare professionals can access.

## APPENDIX 2

## Eligibility

The eligibility criteria will remain unchanged and are set out below.

In summary, eligible patients are those:

- where the medical condition of the patient means that they require the skills or support of NEPTS staff on/after the journey and/or where it would be detrimental to the patient's condition or recovery if they were to travel by other means
- where the patient's medical condition impacts on their mobility to such an extent that they would be unable to access healthcare and/or it would be detrimental to the patient's condition or recovery to travel by other means
- NEPTS could also be provided to a patient's escort or carer where their skills and/or support are needed. For example this might be for a person who needs help because of a physical or mental disability, a vulnerable adult, someone who requires language translation, or a child who needs a recognised parent or guardian. Under the eligibility criteria only one escort should travel with the patient, unless under exceptional circumstances. If an escort needs to travel with the patient this would have to be agreed in advance when the transport is booked.

The eligibility criteria are on the CCG's website and can be found at <http://www.cambridgeshireandpeterboroughccg.nhs.uk/local-services/non-emergency-patient-transport-services.htm>

**It is important to note that this service has no impact on the Emergency Ambulance Services.**



## Appendix 1 – Public Meetings

Date	Time	Venue
Wednesday 16 September	10.30am-11.30am	March Library, City Road, March, Cambridgeshire PE15 9LT
Monday 21 September	2pm-3pm	Huntingdon Library, Prince's Street, Huntingdon, Cambridgeshire PE29 3PA
Thursday 24 September	3.30pm-4.30pm	Peterborough Central Library, Broadway, Peterborough PE1 1RX
Tuesday 29 September	1pm-2pm	Wisbech Library, Ely Place, Wisbech, Cambridgeshire PE13 1EU
Wednesday 30 September	1.30pm-2.30pm	Ely Library, 6 The Cloisters, Ely CB7 4ZH
Tuesday 6 October	11am-12pm	Old Bull Inn, 56 High Street, Royston, Hertfordshire SG8 9AWD
Wednesday 7 October	2pm-3pm	Central Library, 7 Lion Yard, Grand Arcade, Cambridge CB2 3QD
Monday 12 October	10am-11am	Priory Centre, Priory Lane, St Neots PE19 2BH
Wednesday 14 October	11am-12pm	Chatteris Library, 2 Furrowfields Road, Chatteris, Cambridgeshire PE16 6DY

We will also attend other people's meetings. If you belong to a group or organisation and would like us to attend your meeting please contact us on the number below.

Meetings may be subject to change, so please do check our website [www.cambridgeshireandpeterboroughccg.nhs.uk](http://www.cambridgeshireandpeterboroughccg.nhs.uk), contact the Engagement Team by phone on 01223 725304 or email [capccg.engagement@nhs.net](mailto:capccg.engagement@nhs.net)



## Appendix 2 – Glossary of terms

### **Cambridgeshire and Peterborough Clinical Commissioning Group (CCG)**

Cambridgeshire and Peterborough CCG is the organisation responsible for planning, organising and purchasing NHS-funded healthcare for residents. A CCG is clinically-led, meaning that decisions about local health services are made by local doctors and health professionals, alongside patients. Cambridgeshire and Peterborough CCG has a patient population of approximately 913,000. It is a diverse, ageing population with significant health inequalities. We manage a budget of around £940 million to spend on healthcare for the whole population of our area.

### **Commissioning**

Identifying the health needs of local people, planning and buying health services which respond to their needs. CCGs are responsible for deciding what services their local residents need from the NHS and buying these services with public money from the most appropriate providers.

### **Eligibility Criteria**

Patients are required to meet the criteria explained earlier in this document. The criteria are also available on the CCG's website [www.cambridgeshireandpeterboroughccg.nhs.uk/local-services/non-emergency-patient-transport-services.htm](http://www.cambridgeshireandpeterboroughccg.nhs.uk/local-services/non-emergency-patient-transport-services.htm)

### **Procurement**

The act of buying services, intended to promote fair and open competition for their business while minimising exposure to fraud and collusion.

### **Provider**

Providers are organisations that provide services direct to patients. These include hospitals, mental health services and ambulance services.

### **Tender (formal tender)**

A formal tender is a process we go through to invite organisations to bid for a contract to run or deliver NHS services.

## Appendix 3 – Frequently Asked Questions

### Q. What if I do not meet the criteria for NEPTS?

- A. Patients that are not eligible to access NEPTS will be advised on other services that are available to them.

### Q. What if I can't afford transport?

- A. Schemes exist to help with travel costs. Further information can be found at [www.nhs.uk](http://www.nhs.uk). The form to be completed is a HC11.

### Q. Will NEPTS get me to my appointment on time?

- A. The new service will be based on ensuring that the NEPTS provider and other providers who you have an appointment with are able to work together. The purpose will be to ensure that you can be seen at, or around the time of, your appointment. This will be built into the contract with the new NEPTS provider.

### Q. Will I be able to book my own transport?

- A. Yes, by dialling one phone number.

### Q. What would I do if I disagree with a decision that stated I was not eligible?

- A. An appeals process for the new service will be developed. If you would like to speak to someone about the NEPTS service in the meantime please contact the CCG's Patient Experience Team on 0800 279 2535 or email [capccg.pet@nhs.net](mailto:capccg.pet@nhs.net)

### Q. How has the eligibility criteria been set and why is this not being expanded to support more people to access health care?

- A. We have based our criteria on nationally agreed criteria so that we can ensure we are fair to our population.

## Appendix 4 – Legal requirements

This consultation document has been drawn up in accordance with the following legal requirements and guidance.

### **Cabinet Office Consultation Principles July 2012**

This guidance sets out the principles that Government departments and other public bodies should adopt for engaging stakeholders when developing policy and legislation. It replaces the Code of Practice on Consultation issued in July 2008. The governing principle is proportionality of the type and scale of consultation to the potential impacts of the proposal or decision being taken, and thought should be given to achieving real engagement rather than merely following bureaucratic process. Consultation forms part of wider engagement and decisions on whether and how to consult should in part depend on the wider scheme of engagement.

Policy makers should bear in mind the Civil Service Reform principles of open policy making throughout the process and not just at set points of consultation, and should use real discussion with affected parties and experts as well as the expertise of civil service learning to make well informed decisions. Modern communications technologies enable policy makers to engage in such discussions more quickly and in a more targeted way than before, and mean that the traditional written consultation is not always the best way of getting those who know most and care most about a particular issue to engage in fruitful dialogue.

The full consultation principles document can be accessed via the Cabinet Office website at: [www.gov.uk/government/publications/consultation-principles-guidance](http://www.gov.uk/government/publications/consultation-principles-guidance)

### **Section 14Z2 Health and Social Care Act 2012**

14Z2 Public involvement and consultation by clinical commissioning groups

- (1) This section applies in relation to any health services which are, or are to be, provided pursuant to arrangements made by a clinical commissioning group in the exercise of its functions (“commissioning arrangements”).
- (2) The clinical commissioning group must make arrangements to secure that individuals to whom the services are being or may be provided are involved (whether by being consulted or provided with information or in other ways) —
  - (a) in the planning of the commissioning arrangements by the group,
  - (b) in the development and consideration of proposals by the group for changes in the commissioning arrangements where the implementation of the proposals would have an impact on the manner in which the services are delivered to the individuals or the range of health services available to them, and
  - (c) in decisions of the group affecting the operation of the commissioning arrangements where the implementation of the decisions would (if made) have such an impact.

## APPENDIX 2

- (3) The clinical commissioning group must include in its constitution—
- (a) a description of the arrangements made by it under subsection (2), and
  - (b) a statement of the principles which it will follow in implementing those arrangements.
- (4) The Board may publish guidance for clinical commissioning groups on the discharge of their functions under this section.
- (5) A clinical commissioning group must have regard to any guidance published by the Board under subsection (4).
- (6) The reference in subsection (2) (b) to the delivery of services is a reference to their delivery at the point when they are received by users.

For more on the Section 14Z2 Health and Social Care Act 2012 see [www.legislation.gov.uk/ukpga/2012/7/section/26/enacted](http://www.legislation.gov.uk/ukpga/2012/7/section/26/enacted)

### **Lansley Criteria for Significant Service Change**

In May 2010, the Secretary of State for Health, Andrew Lansley, set four new tests that must be met before there can be any major changes to NHS Services:

1. Support from GP commissioners
2. Strengthened public and patient engagement
3. Clarity on the clinical evidence base
4. Consistency with current and prospective patient choice

### **CCG Constitution**

You can read more about the CCG's duties to engage and consult in section 5.2 of the CCG's Constitution which can be found on the CCG's website at [www.cambridgeshireandpeterboroughccg.nhs.uk/governing-body-and-public-meetings-2015-16.htm](http://www.cambridgeshireandpeterboroughccg.nhs.uk/governing-body-and-public-meetings-2015-16.htm)

APPENDIX 2

## Cambridgeshire and Peterborough CCG - Non-Emergency Patient Transport Services (NEPTS) consultation

### Your views on Non-Emergency Patient Transport Services (NEPTS) in Cambridgeshire and Peterborough

We would very much welcome your views via the questionnaire below. You can also complete this survey online by going to [www.cambridgeshireandpeterboroughccg.nhs.uk/have-your-say/NEPTS](http://www.cambridgeshireandpeterboroughccg.nhs.uk/have-your-say/NEPTS)

**1. Have you used NEPTS in the last 12 months?**

Yes       No

**2. If you answered yes to Q1, how was your experience of this service?**

Good       Average       Poor

**3. Do you have any suggestions for improving the service?** Please write them in the space below.

APPENDIX 2

**4. If you answered yes to Q1, which of the following did you visit? please tick all that apply.**

- Addenbrooke's Hospital, Cambridge
- Chesterton Medical Centre, Cambridge
- Doddington Hospital
- Hinchingsbrooke Hospital, Huntingdon
- North Cambs Hospital, Wisbech
- Princess of Wales Hospital, Ely
- Papworth Hospital
- Peterborough City Care Centre
- Peterborough City Hospital
- Queen Elizabeth Hospital, Kings Lynn
- Community Clinics

Please state the location of the community clinic in the box below

**5. Would you, as a patient or health professional, be happy with one point of contact to book the transport?**

- Yes       No       Don't Know

**If you said no to using one point of contact to book transport, please could you give us some more detail on your reasons? Please write them in the space below.**

APPENDIX 2

**6. Are you?**

- A patient or carer
- A health professional

**7. If you have any other comments you would like to make please write them in the space below.**

Finally, to understand who has given their views, we would like to collect some information.

Any information provided in this section will only be used by Cambridgeshire and Peterborough Clinical Commissioning Group for the purpose of understanding who has responded to this consultation.

**8. Can you tell us which of the following age bands you belong to?**

- 16-29 years
- 30-44 years
- 45-59 years
- 60-74 years
- 75+ years

**9. Are you....**

- Male
- Female

APPENDIX 2

**10. Which of the following best describes your ethnic background?**

White

- English, Welsh, Scottish, Northern Irish or British       Irish       Gypsy or Irish Traveller       Any other White background

Mixed/multiple ethnic groups

- White and Black Caribbean       White and Black African       White and Asian       Any other mixed/multiple ethnic background

Asian/Asian British

- Indian       Pakistani       Bangladeshi       Chinese  
 Any other Asian background.

Black, African, Caribbean, Black British

- African       Caribbean       Any other Black, African Caribbean background

Other Ethnic Group

- Arab       Any other ethnic group

- Prefer not to say

**11. Do you consider yourself to have a disability?**

- Yes       No

**12. Do you have any particular needs with regard to Non-Emergency Patient Transport that you would like to make us aware of?** Please write them in the space below.

**13. Finally, please could you tell us the first part of your postcode?**

--	--	--	--

Thank you for taking the time to complete this questionnaire.



## APPENDIX 2

### **Your feedback**

You can send your feedback to the CCG in many different ways:

- ➔ By filling in the online survey:  
<http://www.cambridgeshireandpeterboroughccg.nhs.uk/have-your-say/NEPTS>
- ➔ By filling in the survey attached to this document and returning it to:

Freepost Plus RSCR-GSGK-XSHK  
Engagement Team  
Cambridgeshire and Peterborough CCG  
Lockton House  
Clarendon Road  
Cambridge  
CB2 8FH

- ➔ or email your completed survey to: [capccg.engagement@nhs.net](mailto:capccg.engagement@nhs.net)

You can also:

- ➔ write to us with your views (at the address above)
- ➔ telephone us on 01223 725304
- ➔ email us your views to [capccg.engagement@nhs.net](mailto:capccg.engagement@nhs.net)
- ➔ attend one of the planned meetings (details on page 8 and on our website) to tell us what you think.

Through this public consultation your views will be fed into the development of the final proposal. The feedback received from this consultation will be collated into a report for the CCG's Governing Body to consider before it makes any decisions on the future of these services.

**The closing date for receipt of responses to this consultation is 5pm on 19 November 2015.**

## Notes

## APPENDIX 2

©NHS Cambridgeshire and Peterborough Clinical Commissioning Group  
Lockton House, Clarendon Road, Cambridge, CB2 8FH

August 2015

For more information about NHS Cambridgeshire and Peterborough Clinical  
Commissioning Group please:

Visit: [www.cambridgeshireandpeterboroughccg.nhs.uk](http://www.cambridgeshireandpeterboroughccg.nhs.uk)

Call: 01223 725304

Email: [CAPCCG.engagement@nhs.net](mailto:CAPCCG.engagement@nhs.net)



***Cambridgeshire and Peterborough  
Clinical Commissioning Group***