

SCRUTINY COMMISSION FOR HEALTH ISSUES	Agenda Item No. 7
17 SEPTEMBER 2015	Public Report

Report of the Director of Contracting, Performance and Delivery, Cambridgeshire and Peterborough Clinical Commissioning Group

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PROPOSAL FOR NON-EMERGENCY PATIENT TRANSPORT SERVICES

1. PURPOSE

- 1.1 To introduce the proposal for Non-Emergency Patient Transport Services and the public consultation document.

2. RECOMMENDATIONS

- 2.1 The Commission is being asked to note the proposal for Non-Emergency Patient Transport Services and to note the public consultation.

3. BACKGROUND

- 3.1 Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) is re-procuring the Non-Emergency Patient Transport Service (NEPTS).
- 3.2 Usually patients are responsible for getting themselves to and from non-emergency NHS appointments. In certain circumstances, where patients have a medical need and have no alternative means of getting to and from hospital, the NHS will provide Patient Transport Services. Cambridgeshire and Peterborough CCG has a responsibility to ensure access to NEPTS for patients who meet the eligibility criteria.
- 3.3 NEPTS services are currently delivered by multiple providers in Cambridgeshire and Peterborough, on different contracts and with varying service specifications. These arrangements pre-date the formation of the CCG and this has led to a fragmented service because each contract is delivering to different standards. Therefore we cannot offer our patients equitable access to NEPTS under the current arrangements.
- 3.4 A Project Board was set up to look at re-procuring the service under a single contract. It has been looking at the service model and specification for a new service. At the same time we have been liaising with community transport providers to look at opportunities to collaborate and align services.
- 3.5 The aim is that the procurement will be offered as one service incorporating patient transport and a call centre service to take the bookings.
- 3.6 The Consultation Process Plan and a briefing note on NEPTS proposals are attached as Appendix 1 and Appendix 2.

4. KEY ISSUES

- 4.1 The current spend on NEPTS is in excess of £6.5m. The work done to date indicates that this budget can be used more effectively. The current set up for booking transport is fragmented and our proposal is to ensure equity of provision across Cambridgeshire and Peterborough. This will

be done by applying the national eligibility criteria consistently via a central booking service.

4.2 Based on the amount we currently spend on the service the East of England procurement hub has advised that, in accordance with EU regulation, Cambridgeshire and Peterborough CCG would need to consider a formal tender in order to re-commission the service.

4.3 The proposals for re-procuring the NEPTS service were agreed at Cambridgeshire and Peterborough CCG's Governing Body meeting in July 2015. The Project Board will now oversee the procurement and the subsequent mobilisation of the service. The Project Board will keep Cambridgeshire and Peterborough CCG's Governing Body updated. It is aimed that the new service will be ready for September 2016.

5. IMPLICATIONS

5.1 A 12-week formal public consultation will take place from August 2015. Public consultation meetings will be held at locations across Cambridgeshire and Peterborough CCG's area.

6. CONSULTATION

6.1 Cambridgeshire and Peterborough CCG is undertaking a formal 12-week public consultation to gather feedback on the current services and how we could improve the service. The purpose of the consultation is to understand from the public what would be a 'good' non-emergency patient transport service from their perspective. The consultation started on 27 August 2015 and will run until 19 November 2015.

7. BACKGROUND DOCUMENTS

- Chief Clinical Officer report to Cambridgeshire and Peterborough CCG's Governing Body meeting July 2015:

8. APPENDICES

- Appendix 1 - Consultation Process Plan
- Appendix 2 - Non-Emergency Patient Transport Services consultation document
- Appendix 3 - Press release – Public Meeting Dates
- Appendix 4 - Advertisement (link from CCG website):<http://www.cambridgeshireandpeterboroughccg.nhs.uk/news-and-events/NEPTS.htm>