

# Non-Emergency Patient Transport Service (NEPTS) Procurement Update

July 2019

# Mid and South Essex



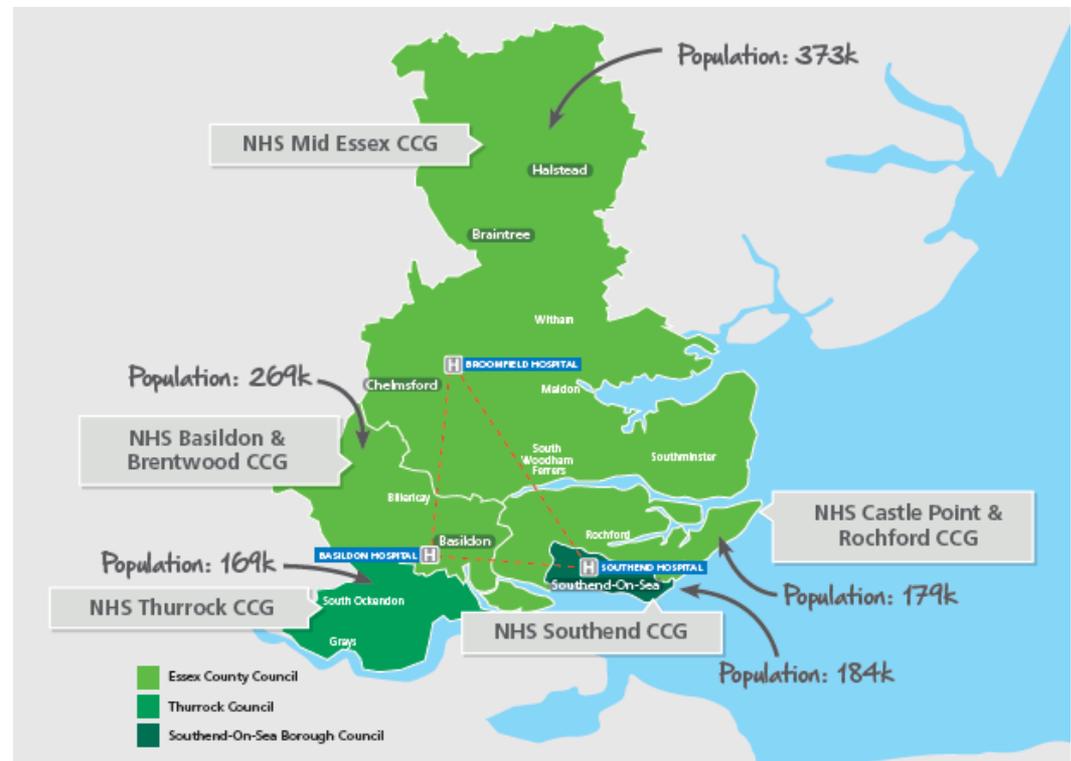
The Mid and South Essex STP serves a population of ~1.2 million, over an area of ~780 square miles.

Within the STP there are five Clinical Commissioning Groups:

- NHS Basildon and Brentwood CCG
- NHS Castle Point and Rochford CCG
- NHS Mid Essex CCG
- NHS Southend CCG
- NHS Thurrock CCG

Provider landscape includes:

- Three Local Authorities;
- Three NHS Acute Trusts;
- One Mental Health Trust;
- One Emotional Wellbeing and Mental Health Service (EWMHS) Provider;
- Five Independent Sector (Private) Acute Providers;
- Three main Community Service Providers;
- ~182 General Practices;
- One Ambulance Trust;
- ~ 224 Community pharmacies; and
- Four Hospices.



# Current Service Provision



In excess of 180,000 journeys per year are delivered through:

- Core PTS contracts across south west, south east and mid Essex;
- Extra Contractual Journeys undertaken by main providers;
- 'Framework' journeys;
- Critical Care Transfers;
- Low Level and Secure Mental Health;
- Continuing Healthcare Transfers;
- Additional resilience vehicles to support hospitals;
- Out of area journeys – transfers, repatriation, and patient choice elective care.

# Stakeholder Engagement



Two stakeholder workshops were held in March 2019

- The aim was to engage with various stakeholders across Mid and South Essex to provide an overview of the PTS Procurement project.
- It was vital to understand the positive elements, areas for improvement and 'wish list' for future commissioning.
- Feedback was generally positive with the acknowledgement of improvement with expected communication and discharge co-ordination.

## Clinical Engagement

- Low level critical transfers have been passed over to NEPTS. A framework has been procured to undertake these journeys.
- A refresh of the specification took place in May 2019 with sections shared with the cardiac thoracic centre at BTUH for review and comment. This included three levels (Technician, Paramedic and 'Driver only')
- Driver only will include a acute trust staff to transfer the patient where a paramedic is not available.

## Market Engagement

- The market engagement event was held on 3<sup>rd</sup> July 2019 and was well attended with over 10 potential providers attending.

# Patient Engagement



## Patient Engagement

- A number of patient engagement survey events took place in the three acute trusts (BTUH, MEHT & SUHFT) and the four community providers (Brentwood, Braintree, Orsett and St Peters). Surveys were too provided to the current PTS providers to complete and was uploaded online via survey monkey.
- Over 200 responses were received, these included both quantitative and qualitative questions, in order to recognise the unique experiences and measure overall outcomes.
- Feedback from the surveys was generally positive. The majority of service users experienced a reliable service and delivered to their needs. The key areas for improvement and consideration was the communication with patients regarding specific pick up times and the reduction in waiting times.

# The Non-Emergency Patient Transport Service - Specification

# Service Specification



The Non-Emergency Patient Transport Service (NEPTS) will deliver non-urgent, planned transportation of patients with a medical need for transport between their place of residence and premises providing NHS healthcare and between premises delivering NHS funded care.

We are seeking a high quality, patient focussed service that is innovative and provides value for money – providing safe patient transport within suitable and well maintained vehicles, delivered by appropriately trained personnel.

# Scope of the Procurement



**All NEPTS (land based) journeys for eligible patients across mid and south Essex, with the exception of secure mental health.**

*Plus all NEPTS journeys for eligible patients from West Essex CCG to/from the Basildon Cardio-Thoracic Centre.*

The Service will encompass three core elements:

- Booking & Eligibility Assessment;
- Transportation of patients; and
- On Site support at NHS Acute Trusts.



# Outcomes



Expected outcomes include:

- Delivery of a safe, appropriate and dignified service that enables eligible patients to travel to and from healthcare, without detriment to their condition;
- The provision of a single point of contact for non-emergency patient transport services for mid and south Essex;
- A reduction in aborted and short-notice cancelled journeys by employing robust communication processes with healthcare providers and patients;
- Provision of equitable, accessible service with a consistent, fair system for assessing eligibility; and
- Continuous service improvement, acting upon measurable quality and experience of patient care, maintaining a flexible approach and working with Commissioners to support changes likely to occur during the life of the contract.

# Booking & Eligibility Assessment



- Single Point of Contact (Booking Centre)
- Operating 08.00-18.30 Mon-Fri, 08.00-12.00 Sat, Sun and Public Holidays.
- Booking Centre will accept NEPTS requests electronically and by telephone
- Separate telephone number for patients and healthcare professionals
- Access to clinical resource to support assessment and planning for High Dependency Transfers
- Dedicated electronic booking system (no later than three months post service commencement)
- Implementation of agreed Commissioner eligibility criteria for all journeys
- Signposting and advice for patients that do not meet the criteria
- Appeals process
- Patient mobility – risk assessment
- Confirmation of journey details with patients prior to travel



# Transportation of Patients



- Outpatient type appointments;
- Admissions and Discharges;
- Inter-hospital transfers (including high dependency transfers);
- Emergency department post treatment;
- Regular users (e.g. renal, oncology);
- Home assessments;
- End of life patients;
- Continuing healthcare transfers;
- Bariatric provision;
- Low level mental health;
- Repatriation from out of area.



The service will transport patients during the following hours of operation:

- Monday to Saturday: 6am to midnight
- Sunday and Public Holidays: 8am to 8pm (6am to midnight for Renal patients)
- To 2am every day to support discharges from the Emergency Departments,

# On-site support to NHS Acute Trusts



- Monday to Friday 10.00-18.00, with out of hours arrangements
- Includes 'front of house' function for patients and healthcare professionals
- Three NHS Acute Trusts:
  - Basildon and Thurrock University Hospitals NHS Foundation Trust (BTUH)
  - Mid Essex Hospital NHS Trust (MEHT)
  - Southend University Hospital NHS Foundation Trust (SUHFT)
- Premises
- Tripartite Agreement



# Future Service Developments



- Provider will be involved with service developments across mid and south Essex
- Consideration of additional low level/low risk journeys e.g. 999 GP Urgents
- Technological solution to deliver active communication with patients and healthcare professionals

## Acute Reconfiguration

In July 2018, the Joint Committee of the five CCGs in mid and south Essex approved plans to reconfigure some specialist inpatient services across the three hospitals (Basildon, Southend and Broomfield Hospitals). These changes will result in a very small number of patients receiving specialist care at a more distant hospital. The vast majority of care (full A&E services, maternity, outpatient appointments, tests, scans and day case surgery) will remain available at each hospital.

**This is entirely separate to the provision of the NEPTS within this procurement.**

# Indicative Timeline

- Commissioning case submitted to Joint Committee for approval – early August
- Formal procurement commences mid August
- Contract award end of December 2019
- Service commencement summer 2020



Any Questions ?