PTS – Health Security Panel

Introduction

The purpose of this paper is to advise the Health Security Panel of the Patient Transport Service (PTS) that is currently provided by the Transport Information Service (TIS) on behalf of the four Primary Care Trust's (PCT's) on Teesside.

Purpose of Service

The purpose of the Transport Information Service (TIS) is to ensure patients who are unable to attend their hospital/clinic appointment by public or other means of transport, have a central contact number to obtain and if eligible Non emergency NHS Transport service to ensure attendance at their hospital/clinic appointment. The Transport Information does this by

Assessing all patients contacting the service to ensure eligibility for NHS Transport
Assessing patients mobility requirements to ensure relevant transport is provided
Booking eligible patients transport
Providing patients who are not eligible for transport, information on how to get to their hospital appointment.

Implementation of Service

This pilot service commenced on 1st April 2007.

Changes to Service & Eligibility

The Transport Information Service is currently on the third draft of Eligibility Criteria. Please see appendix 1 of this evaluation.

Outcomes (Performance)

In the current Service Level Agreement a call standard response was included to read that a minimum of 85% of calls will be answered within 30 seconds, this standard is achieved with the Transport Information Service constantly achieving over 90% each month.

The Transport Information Service has undertaken a service evaluation to ascertain how the service they provided was perceived. A total of 120 patients were contacted and below is a summary of the responses received.

Question – Was your call answered quickly? Answer 96% Yes

Question – Was the operator friendly/helpful? Answer 92% Yes

Question – Did you understand the process you were taken through? Answer 93% Yes

Question – Overall were you happy with the way your call was handled? Answer 96%

As at October 2007 a total of 27507 calls were handled and of those 9855 became NEAS bookings and 679 were ECR bookings.

Patient Transport Questions – Health Scrutiny Panel

How does the PCT fund Patient Transport Services? Through a large block of money or does the money follow the patient? – Through a block contract

Who does the PCT commission Patient Transport Services from? – North East Ambulance Services.

How are Patient Transport Services Performance Managed? – Centrally by Middlesbrough Primary Care Trust

How are they performing? – Performance is very good with the Transport Information Service taking over 2000 calls per month.

Does the PCT have a role in ensuring the appropriateness of Patient Transport Services for the needs of the patient?
In relation to the attendance at out patient appointments: - Yes, all calls that are received in to the team are checked for eligibility. If patients are eligible then the patients mobility is ascertained and the appropriate vehicle is dispatched.

Who decides over a patient's eligibility (or not) for Patient Transport Services to attend an outpatients appointment? – The PCT's Transport Information Service, takes all calls into the Service and then goes through with patients, the eligibility criteria and advise the patient accordingly, if the patient is eligible for Transport then the Transport Information Service book the journey on behalf of the patient.

Does the PCT pay for this? – The four PCT's on Teesside contribute to this service.

How is it arranged by/for patients? – The Transport Information Service arrange the journey on behalf of the patient.

Appendix 1

Transport Information Service

Eligibility Criteria Version Control

Version 1

Dates in Operation: 02/04/2007 – 15/05/2007

System Used: NEAS Online Booking System (http://nww.neas-pts.nhs.uk)

Questions:
1. Can you or a family member drive you to your appointment?
2. Can you use public transport/taxi to get to your appointment?

Additional Information: Needed to answer 'No' to both questions to be eligible for transport. Patients' previous responses could be obtained via 'Audit' button.

Version 2

Dates in Operation: 16/05/2007 – 19/07/2007

System Used: Excel (Points System/Auto Calculation)

Questions:
1. Do you have your own transport? Yes/No
2. Do you have any family / friends that can take you to your appointment? Yes/No
3. Are you able to use public transport / taxi? Yes/No
4. How do you carry out normal daily tasks e.g. pension, shopping? Carry out on own/Someone else does this for me
5. Do you have a medical condition that without Ambulance transport would worsen? Yes/No
6. Are you able to walk unaided? Yes/No
7. What aids do you use to walk? None/Walking Sticks or Zimmer Frame/Wheelchair
8. Can you walk without getting breathless? Yes/No
9. Are you partially sighted or partially deaf? Yes/No
10. Do you have a mental health problem that is registered with a NHS Provider? Yes/No

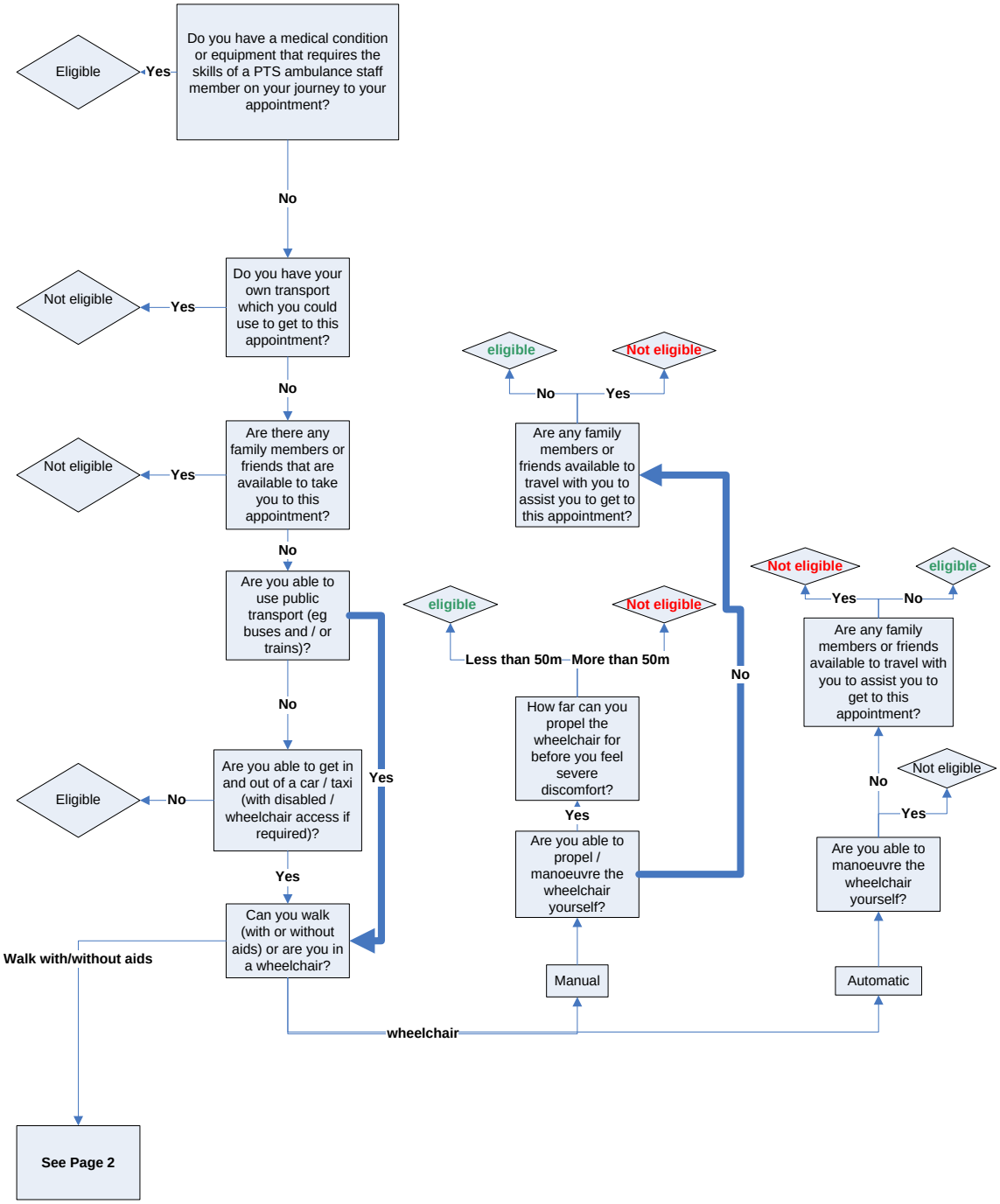
Additional Information: Question 9 was added to the criteria on 06/06/2007. Question 10 did not affect the point scoring system. Patients' previous responses could not be obtained.

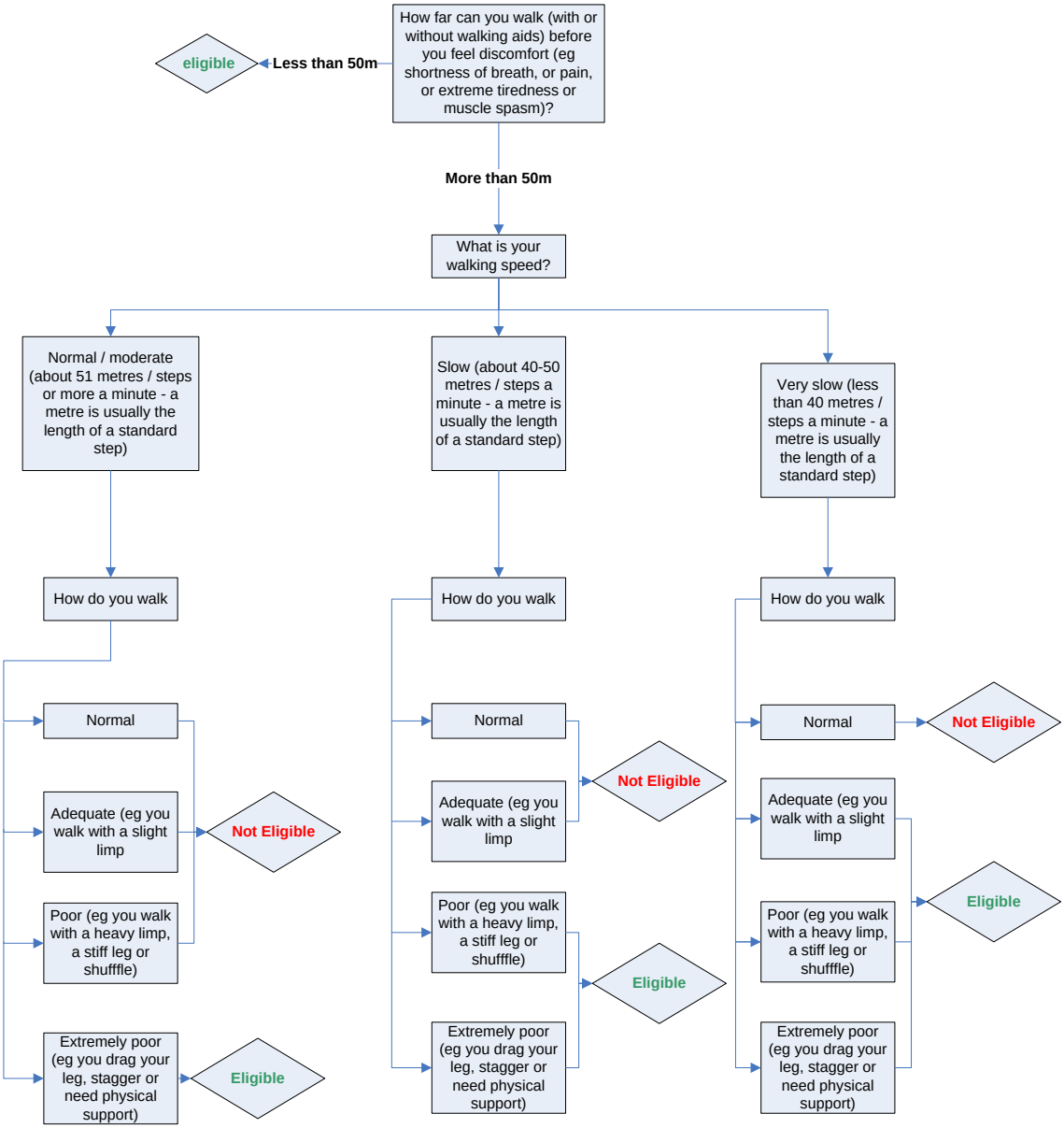
Version 3

Dates in Operation: 20/07/2007 – 26/09/2007

System Used: Access Database

Questions:


Do you have a medical condition or equipment that requires the skills of a PTS ambulance staff member on your journey to your appointment?
Eligible
Yes
No
Do you have your own transport which you could use to get to this appointment?
Not eligible
Yes
No
Are there any family members or friends that are available to take you to this appointment?
Not eligible
Yes
No
Are you able to use public transport (eg buses and / or trains)?
No
Are you able to get in and out of a car / taxi (with disabled / wheelchair access if required)?
Eligible
No
Yes
Yes
Can you walk (with or without aids) or are you in a wheelchair?
Walk with/without aids
See Page 2
wheelchair
Manual
Automatic
Are you able to propel / manoeuvre the wheelchair yourself?
Yes
How far can you propel the wheelchair for before you feel severe discomfort?
Less than 50m
More than 50m
eligible
Not eligible
Are any family members or friends available to travel with you to assist you to get to this appointment?
No
Yes
eligible
Not eligible
No
Are you able to manoeuvre the wheelchair yourself?
Yes
Are any family members or friends available to travel with you to assist you to get to this appointment?
No
Yes
Not eligible
eligible



Additional Information: Patients' previous responses could be obtained via system administrators.

Version 4

Dates In Operation: 26/09/2007 – present

System Used: 'Local' Database on http://stafflink/pts

Questions: As Version 3

Additional Information: Patients' previous responses could be obtained via 'Eligibility Search' function.