

**CAMBRIDGESHIRE AND PETERBOROUGH CLINICAL COMMISSIONING GROUP
NON-EMERGENCY PATIENT TRANSPORT SERVICES – END OF CONSULTATION
REPORT**

To: **HEALTH COMMITTEE**

Meeting Date: **12 May 2016**

From: **Director of Corporate Affairs, Jessica Bawden,
Cambridgeshire and Peterborough Clinical
Commissioning Group (CAPCCG)**

Forward Plan ref: **Not applicable**

Purpose: **The end of consultation report is being submitted to
Committee to enable members to ensure that the feedback
given to the consultation was reflected in the end of
consultation report and will be reflected in the future
model for this service.**

Recommendation: **The committee is asked to note the report and the
feedback given to this consultation.**

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1. BACKGROUND

- 1.1 This report is to inform Cambridgeshire Health Committee of the responses to the 'Consultation on a future model for Non-Emergency Patient Transport Services (NEPTS) and how concerns, questions, and suggestions can be addressed by Cambridgeshire and Peterborough Clinical Commissioning Group.
- 1.2 The report was prepared for the Health Committee in January ahead of being submitted to the delegated authority from the Cambridgeshire and Peterborough Clinical Commissioning Group Governing Body. However, pressure of other business resulted in the report not forming part of the January committee agenda. The Governing Body delegated authority approved the start of the procurement for this service following this submission. That procurement process is now complete. The preferred bidder will be announced by the CCG following the current pre-election period.
- 1.3 This report has been resubmitted in May 2016 to ensure that all members can ensure that the feedback given to the consultation was reflected in the end of consultation report and will be reflected in the future model for this service.

2. MAIN ISSUES

- 2.1 The report details the feedback received during the consultation which ran from 27 August 2015 to 19 November 2015.

The full report with details on the responses grouped by themes, including how CAPCCG has responded is enclosed as Appendix 1.

The main changes that the CCG has implemented as a result of the consultation are detailed below:

- The new provider of this service will operate increased hours of operation, and days of the week to ensure that patients get to the appointments that are being offered to them. The service will also need to respond flexibly to any changes in hours of operation, or days of the week for NHS services.
- When a journey is booked the new provider will contact the patient before the journey is due. The patient and provider can then confirm that all the patient's needs are covered, this will also allow the patient to cancel the journey if they are unwell or the appointment has changed.
- A single point of contact for booking transport will allow patients to book their own journeys if they want to, and are able. Having a variety of methods of booking transport will allow greater access and flexibility for booking journeys.
- Trained call handlers will be able to assess eligibility fairly and equitably across the whole area. They will also be trained to book the correct form of transport to meet the needs of patients.

3. Resource Implications

None

Appendices

Appendix 1 – Full end of consultation report as submitted to CAPCCG Governing Body

Appendix A – NePTS online survey responses (data only).

The free text responses are not included in the survey report. They have been used to compile the themes responses listed above. Many of the responses included personal patient identifiable information.

Appendix B – Responses from Organisations

Source Documents	Location
Chief Operating Officer's report to CCG Governing Body 22 March 2016	Agenda item 01.8 for 22 March 2016 at http://www.cambridgeshireandpeterboroughccg.nhs.uk/governing-body-meetings-2015-16.htm
Report appendices	Attached