

**Briefing note from:**

**Cambridgeshire and Peterborough Clinical Commissioning group**

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

**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 a visit to a minor injuries unit. In certain situations, where patients have specific medical needs and have no other way of getting to and from hospital, 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?**

NEPTS 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 looking at 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 taking place to look at 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.

**Why are we proposing to consult 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.

We are looking for a single provider for the Non-Emergency Patient Transport Service.

We propose to run a 12-week consultation seeking views on the current services. We would also like feedback on how we could improve the service.

**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 by in a number of ways, such as 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 or healthcare professionals can access.

### **Eligibility**

The eligibility criteria will remain **unchanged** and are set out below:

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.
- recognised as a parent or guardian where children are being conveyed.

NEPTS could also be provided to a patient's escort or carer where their particular skills and/or support are needed. For example this might be appropriate for those accompanying a person with physical or mental incapacity, a vulnerable adult, or someone who requires another person to act as a translator for them. Discretionary provision such as this would need to be agreed in advance, when transport is booked.

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