

**Non-Emergency Patient Transport Services**

**Delivery Assurance Group**

**(NEPTS DAG)**

**Minutes/Action(s)**

**Tuesday 9th June 2020**

**12:00pm to 13:00pm**

**Attendees (Via Audio Conference):**

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| **National Collaborative**  **Commissioning Unit (NCCU)** | Debra Fry (DF) – NCCU |
| Gwenan Roberts – (GR) - NCCU |
| James Rodaway (JR) – NCCU **[Chair]** |
| Jonathan Jones (JDJ) – NCCU |
| **Welsh Ambulance Service Trust (WAST)** | Arwyn Thomas (AT) – WAST |
| Bethan Roberts (BR) - WAST |
| Joanne Rees-Thomas (JRT) – WAST |
| Jo Williams (JW) - WAST |
| Joseph Lewis (JL) - WAST |
| Karl Hughes (KH) - WAST |
| Mark Harris (MH) – WAST |
| Sharon Brown (SB) - WAST |
| **Health Boards / Trusts / Committee** | Andrew Walsh (AW) – ABUHB |
| Steve Bonser (SB) - ABUHB |
| Gillian Milne (GM) – BCUHB |
| Melanie Wilkey (MW) - CVUHB |
| Gareth Skye (GS) - HDUHB |
| Joanne Jones (JJ) - SBUHB |
| Jeff o Sullivan (JS) – Velindre |
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**Apologies Received:**

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| James Houston (JH) - WAST | Andrew Quarrell (AQ) - PTHB |
| Gareth Skye (GS) - HDUHB | Susan Spence (SS) – WHSSC |
| Wayne Lewis (WL) - CTMUHB |  |
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**Acronyms:**

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| ABUHB | Aneurin Bevan University Health Board |
| BCUHB | Betsi Cadwaladr University Health Board |
| CTMUHB | Cwm Taf Morgannwg University Health Board |
| CVUHB | Cardiff and Vale University Health Board |
| DAG | Delivery Assurance Group |
| HDUHB | Hywel Dda University Health Board |
| NEPTS DAG | Non-emergency patient transport service Delivery and Assurance Group |
| NCCU | National Collaborative Commissioning Unit |
| PTHB | Powys Teaching Health Board |
| SBUHB | Swansea Bay University Health Board |
| WAST | Welsh Ambulance Services NHS Trust |
| WHSSC | Welsh Health Specialised Services Committee |

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| **Item** | **Agenda** | **Actions / Comments** | **Further comments** | **Attachments** |
| **1.** | **Welcome, Introductions & Apologies**  (Chair) welcomed all to the meeting and all present introduced themselves. Apologies received from staff listed above. | | | |
| **Action Notes of Last Meeting** | | | | |
| **2.** | **Accuracy and progress against action notes** | * Minutes confirmed as accurate *(Attachment: Item 1*) [JDJ 23.06.20] * Update on Actions:   + EASC Joint Committee Minutes and Chairs Summary shared with the group   + Joint consensus to use Microsoft Teams for future meetings   + WAST & BCUHB colleagues involved in joint discussions to restart services and invited to future meetings |  | **Item 1:** *Highlight Report 23 6 20* |
| **Terms of Reference** | | | | |
| **3.** | * Update June 2020 | * Terms of Reference for the NEPTS DAG to be refreshed in line with Annual Review. * Draft version shared with the group and updated to reflect DAG members comments. * Draft version will be shared with EASC Joint Committee 14th July for sign off |  | **Item 2:** *NEPTS Terms of Reference V4 Draft* |
| **COVID-19: NCCU & WAST Updates** | | | | |
| **3.** | 1. **NCCU updates to include:**  * Update on current position * Next Steps  1. **WAST updates to include:**  * Update on current position * Next Steps | * JR & MH both extended their thanks and continued support to all Health Board & WAST colleagues during challenging times.   **WAST Updates**   * Starting to see a noticeable increase in demand with the focus on Transfer & Discharges. (approx. 15% increase) which is increasing pressures across the service as a whole * Workforce Issues:   + 50 staff currently shielding (including 10 for Track, Trace, Protect)   + 12 staff have been redeployed during Covid   + Volunteer Drivers numbers are down 120 / 180   + Students have now left   + CFRS are supporting but have limited roles due to training restraints * Temporary PNA changes in place and working. Call centres open Saturdays and bank holidays now to support 4 day window bookings. MH expressed thanks to all Health Boards supporting this changes. |  |  |
| **COVID-19: Health Board** | | | | |
| **4.** | **a) Health Board updates to include:**   * Update on current position (including field hospitals) * Business as Usual developments | **Aneurin Bevan UHB**   * Activity increasing to almost ‘normal’ levels – with some Covid related activity * Julie Poole (ABUHB) & Phill Taylor (WAST) are in joint discussions regarding restarting Outpatient capacity across the system. * Trauma & Orthopaedic and Surgery specialities have been single sited at Royal Gwent which is having some impact on services. * Currently engaged in work streams relating to the Grange opening, with a board decision pending mid-July.   **Betsi Cadwaladar UHB**   * No update provided. **ACTION: GM to ensure representatives from BCUHB are able to attend future meetings to provide updates on BAU activity**.   **Cardiff & Vale UHB**   * Services are starting * Cancer Services continuing to be provided at Spire * Fracture Clinic to remain at Llandough Hospital. * Ongoing discussions around changes to Unscheduled Care Services, with the launch of CAV 24-7. * Currently working with colleagues across the organisation to ensure WAST are involved in all conversations relating to service change to minimise disruption.   **Cwm Taf Morgannwg UHB**   * No representation, apologies received from WL.   **Hywel Dda UHB**   * No representation, apologies received from GS. * JRT noted that Carmarthen Surge Site will be going live w/c 29th June.   **Powys THB**   * No representation - Apologies received from AQ   **Swansea Bay UHB**   * Both field hospitals now into the ‘dormancy’ stage. They are set up and ready to utilise, but at present the additional capacity is not required. However, the ‘Bay’ site will be used as a Testing site. * Concerns raised over communication as a whole throughout the Health Board in relation to service changes / services restarting, which all DAG members agreed was a concern. **ACTION: JR to add to EASC Risk Register and raise at EASC Joint committee in order to mitigate the risk.** * ‘Trial Mock Day’ to be set up to monitor and to ensure patient flow. Further details to be provided at the next DAG as no confirmed date at present. * All Tier 2 & Tier 3 meetings have been cancelled due to Covid but as services restart, there is merit in restarting to maximise information sharing. **ACTION: JJ to explore re-opening Tier 2 & 3 meetings within SBUHB**   **WHSCC**   * No representation - Apologies received from SS   **Velindre**   * No substantive changes since last DAG * Changes to the PNA system has led to some impact on patients, but working through solutions with WAST Colleagues * Activity remains stable and referrals starting to pick back up slowly, but referrals for Radiotherapy and Chemotherapy are down. * National screening Programmes to restart July 2020. |  |  |
| **Innovations & Changes** | | | | |
| **5.** | **Lessons Learnt**   * Covid related innovations / changes to sustain | * Important to use this opportunity to develop the insights, innovations and changes made due to Covid-19. Keen to build and sustain the learning and we can take forward post covid. It was agreed to use a future DAG session as a protected hour to work through the details **ACTION: JR & JR to set up workshop for Innovations.** |  |  |
| **AOB** | | | | |
| **6.** | **a) NEPTS Patient Feedback – First Phase of Survey**  **b) Cardiac Service Group**   1. **NEPTS Demand & Capacity (D&C)** 2. **NEPTS internal Audit** | * Due to Covid, work was delayed in completing the first phase of the survey work. WAST have now captured the results of the survey sent to 500 users of NEPTS across BCUHB. The 30% response rate is typical with postal surveys. Overall the comments were extremely positive about all aspects of the NEPTS service. Negative comments mainly relate to timeliness; waiting on a pick up and transport home. *(Item 4: NEPTS Survey Results BCUHB)* * JW enquired if DAG Members if they had received emails in relation to requesting support for planning & NEPTS support for a 7 day week service for the Cardiac Service Group. DAG members were unaware of any requests. **ACTION: JR to liaise with Ross Whitehead for further information** * NEPTS D&C held their first steering group meeting last week. Work is progressing well, albeit 3 months delayed due to covid. Once further details are available, feedback will be sought through the DAG forum. * August 2020 is the proposed date for the model to be completed so it can be trailed to develop predictions and support planning. * NEPTS Internal Audit 2019/20 completed with overall positive report back. * JR expressed his thanks to all DAG Members and the contents of the report are testament to the hard work and dedication of all DAG members *(Item 5: NEPTS Internal Audit 2019/20)* |  | **Item 4:** *NEPTS Survey Results BCUHB*    **Item 5:** NEPTS Internal Audit 2019/20 |
| **Next meeting** | | | | |
| Tuesday 7th July 2020 – 12:00pm til 13:00pm  Virtual – NEPTS DAG | | | | |