

**Emergency Ambulance Services Committee**

**Non-Emergency Patient Transport Services**

**Delivery Assurance Group**

**(NEPTS DAG)**

**Annual Report**

**2021-2022**



**NON-EMERGENCY PATIENT TRANSPORT SERVICES**

**DELIVERY ASSURANCE GROUP**

**(NEPTS DAG)**

**ANNUAL REPORT**

**2021-2022**

1. **FOREWORD**

As Chair of the NEPTS Delivery Assurance Group (the sub group of Emergency Ambulance Services Committee), I am pleased to commend this annual report, which has been prepared for the attention of the EAS Committee and reviews the work of this sub-group for the financial year 2021 - 2022.

**2. INTRODUCTION AND Scope of Responsibility**

The Emergency Ambulance Services Committee (EASC) NEPTS DAG is a joint committee of each LHB in Wales, established under the Emergency Ambulance Services Committee (Wales) Regulations 2014 (2014 No.566 (w.67)) (the EASC Directions) and 2016 No8 (w8) The EASC (Wales) (Amendment) Directions.

The EAS Joint Committee approved the creation of the NEPTS Delivery Assurance Group in February 2019.

**3. PURPOSE**

The Non-Emergency Patient Transport Services Delivery Assurance Group (NEPTS DAG) is the mechanism through which the Health Boards and WAST will jointly plan and take collective action to deliver the NEPTS Commissioning Intentions. Ensuring a robust and collaborative approach is taken to develop and implement the key outcomes from the task and finish group.

The NEPTS Delivery Assurance Group will provide advice and assurance to the Joint Committee of EASC and to ensure that the seven LHBs in Wales will work jointly to exercise functions relating to the planning and securing non-emergency patient transport services.

The Group will underpin the commissioning responsibilities of EASC to ensure equitable access to safe, effective, sustainable and acceptable services for the people of Wales in line with agreed commissioning intentions and the EASC Integrated Medium Term Plan (IMTP) or Annual Plan.

The Group will be responsible to EASC for undertaking the following functions:

* To receive recommendations and to make recommendations to the EASC regarding service improvements including investments, disinvestments and other service changes.
* To develop, establish and manage performance arrangements including a team with relevant expertise, which:
* gives assurances on the adherence to agreed Care standards
* reviews and reports on performance improvements
* reviews and reports upon activity information
* reviews and reports on resource utilisation and effectiveness
* reviews delivery of agreed service change initiatives in line with agreed milestones
* provides assurance that Framework Agreement is operating effectively between all parties ie Health boards & NEPTS
* evaluates patient outcomes, patient experience and cost impact - to inform learning & continuous improvement, plus, ongoing development of the Framework Agreement.
* To monitor the delivery of the quality and delivery commissioning frameworks for NEPTS
* To receive regular reports on performance monitoring and management and the main actions to address performance issues
* To consider consultation outcomes and recommended pathway or services changes / developments before consideration by EASC members
* To ensure the development and maintenance of the needs assessment across Wales of NEPTS in accordance with the requirements of relevant legislation such as the Wellbeing of Future Generations (Wales) Act 2015 and the Health and Social Care (Quality and Engagement) (Wales) Act 2020.

The Cwm Taf Morgannwg University Health Board (CTMUHB) is the identified host organisation for the Emergency Ambulance Services Committee and its sub-groups.

**4. MEMBERSHIP**

The membership of the NEPTS Delivery Assurance Group comprises members from all health boards enabling the group to provide appropriate opportunities to make arrangements to fulfil the functions highlighted above. The Membership (at the end of March 2022) is attached as **Appendix 1**.

**5. ATTENDANCE AT MEETINGS**

The NEPTS Delivery Assurance Group has met on 5 occasions during the year, meeting had been held generally on a bi-monthly basis, although the terms of reference stated monthly meetings. All meetings were quorate; membership has been more stable this year and the attendance is attached at **Appendix 2**.

**6. MAIN AREAS OF ACTIVITIES FOR THE NEPTS DELIVERY ASSURANCE GROUP**

This year, the NEPTS Delivery Assurance Group has received the following information (action notes, updates from health boards and forward look received at each meeting):

**8 June 2021**

* ‘Focus on’ - Overview of current NEPTS operations and reset and realignment of new ways of working in Health Boards and Review of operational principles for transport arrangements
* Transfers of work
* Safe Discharge and Transfer process
* Renal reimbursement
* Eligibility criteria
* Draft NEPTS DAG Annual Report 2020-2021
* Draft Risk Register.

1. **August 2021**

* ‘Focus on’ - Service Changes; Step 1 & 2– help me choose
* WAST Provider Report
* Performance information – Power BI
* Update on Renal Reimbursement
* Task and Finish Workstream on operational principles for transport arrangements.

**12 October 2021**

* ‘Focus on’ – Future Model for NEPTS Service Delivery
* WAST Provider Report
* NEPTS Online Reporting
* Update on Task and Finish Workstream on operational principles for transport arrangements
* Commissioning Intentions.

**30 November 2021**

* ‘Focus on’ Quality Assurance
* WAST Provider Report
* Performance Information – Power BI
* EASC Draft Funding Plan
* Renal Reimbursement
* Commissioning Intentions 2022-23 Update
* Terms of Reference.

**1 February 2022**

* ‘Focus on’ – Operational Efficiencies
* WAST Provider Report
* EASC IMTP
* Review Terms of Reference.

**7. ACTION LOG**

In order to monitor progress and any necessary follow up action, the group has started to use an Action Log that captures all agreed actions. This has provided an essential element of assurance both to the Group and to the EAS Joint Committee onto the Health Boards across NHS Wales.

**8. GOVERNANCE**

The NEPTS Delivery Assurance Group minutes are reported to the EAS Joint Committee to provide an important element of the overall governance framework for NHS Wales.

In line with the Model Standing Orders Members of the NEPTS DAG are required to complete a declaration of interest each year. This was completed for 2020-21 and are available here:

[Governance - Emergency Ambulance Services Committee (nhs.wales)](https://easc.nhs.wales/the-committee/governance/)

A template for 2021-2022 will be sent to Members and responses will be required before the next meeting of the DAG.

**9. REVIEW OF THE GROUP’S EFFECTIVENESS**

The mandate for the NEPTS Delivery Assurance Group is captured within the Terms of Reference (**Appendix 3**) and the purpose is available above.

The Group had aimed to meet 6 times during 2021-2022. However, the meeting on 4 May 2021 was cancelled due to the number of apologies for the meeting.

The role of the secretariat to the Group is crucial to the ongoing development and maintenance of a strong governance framework for the EAS Committee, and is a key source of advice and support for the Chair and members of the group. The purpose of an effectiveness survey is to comply with the EASC Standing Orders and evaluate the performance and effectiveness of:

* the NEPTS Delivery Assurance Group members and the Chair
* the quality of the reports presented to the Group
* the committee secretariat.

Members of the Group will be asked to complete the online self-assessment questionnaire (**Appendix 4)** based the year 2021-2022 after the meeting on 3 May 2022.

**10. Conclusion and way forward**

The Deputy Chief Ambulance Services Commissioner, on behalf of the Emergency Ambulance Services Committee is very grateful to all those involved in the work of the NEPTS Delivery Assurance Group for their support over the past 12 months, and for the constructive and positive way in which they have contributed to the activity.

The EAS Committee will continue to ensure that it conducts its business in accordance with legislation and best practice. This Annual Report will provide the assurance that the Committee has in place the appropriate governance arrangements and resources to ensure success in achieving its objectives.

**11. Further Information**

Please visit the EASC website for further information as outlined below: [Home - Emergency Ambulance Services Committee (nhs.wales)](https://easc.nhs.wales/) (<https://EASC.NHS.Wales>)

**Ross Whitehead**

**Deputy Chief Ambulance Services Commissioner**

**Date: 3 May 2022**

**Chair – NEPTS Delivery Assurance Group**



**Appendix 1**

**Membership**

**Emergency Ambulance Services Committee**

**NEPTS DAG**

**As at March 2022**

|  |  |
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| **Organisation** | **Representative(s)** |
| Emergency Ambulance Services Committee Team | Ross Whitehead (Chair)  Stephen Harrhy  Phill Taylor  Matthew Edwards  Richard Baxter |
|
| Aneurin Bevan University Health Board | Steve Bonser |
| Betsi Cadwaladr University Health Board | Meinir Williams  Gillian Milne |
| Cardiff and Vale University Health Board | Elinor Mercer  Colin McMillan  Melanie Wilkey |
| Cwm Taf Morgannwg University Health Board | Claire Nelson  Wayne Lewis |
| Hywel Dda University Health Board | Gareth Skye |
| Powys Teaching Health Board | Andrew Quarrell |
| Swansea Bay University Health Board | Joanne Jones  Andrew Davies |
| Velindre NHS Trust | Jeff O’Sullivan |
| Welsh Health Specialised Services Committee – Welsh Renal Network | Stuart Davies  Susan Spence |
| Welsh Ambulance Services NHS Trust | Mark Harris  Karl Hughes  James Haley  Hugh Bennett  Joanne Williams |
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|
| National Collaborative Commissioning Unit | Gwenan Roberts  Ricky Thomas |

**Appendix 2**

**NEPTS DAG ATTENDANCE 2021-2022**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **UHBs / U NHS Trusts** | **Name** | **4 May 2021** | **8 June 2021** | **10 Aug 2021** | **12 Oct 2021** | **30 Nov 2021** | **1 Feb**  **2022** |
| **Aneurin Bevan** | Steve Bonser | **cancelled** | √ | √ | √ | √ | √ |
| **Betsi Cadwaladr** | Meinir Williams | √ | √ | √ | A | √ |
| Gillian Milne | √ | √ | √ | √ |  |
| **Cardiff & Vale** | Colin McMillan | √ | √ | A | A | A |
| Elinor Mercer | A | √ | A | √ | √ |
| Melanie Wilkey | √ |  |  |  |  |
| **Cwm Taf Morgannwg** | Claire Nelson | √ | A | √ | √ | √ |
| Wayne Lewis | √ | √ | √ | √ | √ |
| **Hywel Dda** | Gareth Skye | √ | √ | √ | √ | √ |
| **Powys** | Andrew Quarrell | √ | √ | A | √ | √ |
| John Morgan |  |  | √ |  |  |
| **Swansea Bay** | Andrew Davies | √ |  |  |  |  |
| Joanne Jones | A |  |  | √ | √ |
| **Velindre NHS Trust** | Jeff O Sullivan | √ | √ | √ | √ |  |
| **Emergency Ambulance Services Committee (EASC) Team** | Ross Whitehead | √Chair | √Chair | A | √Chair | √Chair |
| Matthew Edwards | √ | √ | √ | √ | √ |
| Phill Taylor | √ | √ | √ Chair | A | A |
| Richard Baxter |  | √ | √ | √ | √ |
| **National Collaborative Commissioning Unit** | Gwenan Roberts | √ | √ | √ | A | A |
| Ricky Thomas | √ | √ | √ | √ | √ |
| **WHSSC / Renal Network** | Stuart Davies |  |  |  | A | A |
| Susan Spence | √ | √ | √ | A | √ |
| **Welsh Ambulance Services NHS Trust** | Mark Harris | √ | √ | √ | √ | √ |
| Hugh Bennett | A |  |  |  |  |
| James Haley | √ | A | √ | √ | √ |
| Joanne Williams | √ | √ | √ |  |  |
| Karl Hughes | A | A | √ | √ | √ |
| Jasmine Schofield |  |  |  | √ observe |  |
| **Welsh Government** | Sarah Jones |  | √ | √ | √ | √ |



**TERMS OF REFERENCE**

**NON-EMERGENCY PATIENT TRANSPORT SERVICES**

**DELIVERY ASSURANCE GROUP (NEPTS DAG)**

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| **1. Introduction** |

The 2013 McClelland Review of Ambulance Services in Wales recommended that “the Patient Transport Services (PCS) should be locally responsive, cost effective and provided on clear eligibility and accessibility criteria; and that PCS should be disaggregated from the Emergency Medical Service (EMS) element of the Welsh Ambulance Services NHS Trust (WAST) delivery.

Following the McClelland Review, work began to explore the “The Future of Non-Emergency Patient Transport Services in Wales”. This culminated in the submission of a Business Case to the Minister for Health and Social Services and the announcement in January 2016 that the Emergency Ambulance Services Committee (EASC) would commission Non-Emergency Patient Transport Services (NEPTS) for all Health Boards in Wales.

The Emergency Ambulance Services Committee (EASC) is a joint committee of each LHB in Wales, established under the Emergency Ambulance Services Committee (Wales) Regulations 2014 (2014 No.566 (w.67)) (the EASC Directions).

The Business Case outlined that the Welsh Ambulance Services NHS Trust (WAST) would remain as the major provider of NEPTS but would also deliver services using a “plurality model” with WAST becoming the sole commissioner for non-emergency patient transport services of behalf of NHS Wales.

The role of the NEPTS Delivery Assurance Group is:

* To support the members of EASC in the development and implementation of Emergency Ambulance, Non-Emergency Patient Transport Services and the Emergency Medical Retrieval and Transfer Services
* The governance arrangements of the Host Health Board “Cwm Taf Morgannwg” will apply and this includes the Audit and Risk Committee arrangements as approved by the EASC.   
  All matters relating to specific Providers will be dealt via the respective approved commissioning frameworks
* All matters that have a service and/or financial impact will need to ensure that there is a balanced provider and commissioner view.

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| **2. Purpose** |

The Non-Emergency Patient Transport Services Delivery Assurance Group is the mechanism through which the Health Boards and WAST will jointly plan and take collective action to deliver the NEPTS Commissioning Intentions. Ensuring a robust and collaborative approach is taken to develop and implement the key outcomes from the task and finish group.

The NEPTS Delivery Assurance Group will provide advice and assurance to the Joint Committee of EASC and to ensure that the seven LHBs in Wales will work jointly to exercise functions relating to the planning and securing non-emergency patient transport services.

The Group will underpin the commissioning responsibilities of EASC to ensure equitable access to safe, effective, sustainable and acceptable services for the people of Wales in line with agreed commissioning intentions and the EASC Integrated Medium Term Plan (IMTP).

The Group will be responsible to EASC for undertaking the following functions:

* To receive recommendations and to make recommendations to the EASC regarding service improvements including investments, disinvestments and other service changes.
* To develop, establish and manage performance arrangements including a team with relevant expertise, which:
* gives assurances on the adherence to agreed Care standards
* reviews and reports on performance improvements
* reviews and reports upon activity information
* reviews and reports on resource utilisation and effectiveness
* reviews delivery of agreed service change initiatives in line with agreed milestones
* provides assurance that Framework Agreement is operating effectively between all parties i.e. Health boards & NEPTS
* evaluates patient outcomes, patient experience and cost impact - to inform learning & continuous improvement, plus, ongoing development of the Framework Agreement.
* To monitor the delivery of the quality and delivery commissioning frameworks for NEPTS
* To receive regular reports on performance monitoring and management and the main actions to address performance issues
* To consider consultation outcomes and recommended pathway or services changes / developments before consideration by EASC members
* To ensure the development and maintenance of the needs assessment across Wales of NEPTS in accordance with the requirements of relevant legislation such as the Wellbeing of Future Generations (Wales) Act 2015 and the Health and Social Care (Quality and Engagement) (Wales) Act 2020.
* To consider, agree and recommend commissioning/service issues to the EASC which are to be considered as part of the EASC Annual Plan or IMTP. This will include issues which will have an impact on the plan raised by other sub-groups/advisory groups, the WAST IMTP and EASCs strategic commissioning intentions

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| **3. Delegated Powers and Authority** |

The Group is authorised to:

* Investigate or have investigated any activity for Non-Emergency Patient Transport Services within its Terms of Reference
* Obtain outside legal or other independent professional advice and to secure the attendance of outsiders with relevant experience and expertise if it considers this necessary, subject to budgetary and other requirements;
* Establish Task & Finish Groups to support its work as appropriate.

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| **4. Sub Group** |

The Group may establish sub-groups or task and finish groups to carry out on its behalf specific aspects of the business within its remit.

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| **5. Membership** |

The Membership of the Group will be determined locally but should as a minimum consist of:

* Representatives from Health Boards (LHBs) for planning / commissioning and/or operations representative. The 7 LHBs will be required as a minimum to nominate a Member and a nominated Deputy to sit on the Group. Clinical representation will also be encouraged
* Representatives from enhanced services group, including Welsh Renal Network & Velindre NHS Trust, to include nominated deputies
* Representatives from Welsh Ambulance Services NHS Trust (WAST) to include nominated deputies.

Other members may be appointed as deemed appropriate by the Group.

Members from the NHS Trusts in Wales and/or the provider arm of the Local Health Boards will be invited to attend meetings as required. The Group will be chaired by a member of the EASC Team, currently the Deputy Chief Ambulance Services Commissioner. In the absence of the Chair another member of the EASC Team will chair the group.

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| **6. Meetings** |

Meetings will be conducted in accordance with the following:

* **Quorum**

At least 4 of the health board members or nominated deputies must be represented to allow any formal business to take place at the NEPTS Delivery Assurance Group.

* **Frequency of Meetings**

Meetings shall be held on a monthly basis. Unless extra ordinary circumstances dictate. In this instance frequency will be agreed by the Chair and Members of the Delivery Assurance Group.

* **Dealing with Members’ interests during meetings**

The Chair must ensure that the decisions on all matters brought before it are taken in an open, balanced, objective and unbiased manner. In turn, individual members must demonstrate, through their actions, that their contribution to the decision making is based upon the best interests of the NHS in Wales.

The Group will make decisions based on a two thirds majority view held by the voting members present. In the event of a split decision, i.e., no majority view being expressed, the Chair shall have a second and casting vote.

* **Responsibilities of Members and Attendees**

Members have a responsibility to:

a) Attend at least 75% of meetings (or ensure the nominated deputy attends), having read all the papers beforehand

b) Disseminate information throughout their respective organisation and through the appropriate Peer Groups and other networks

c) Identify any agenda items to the EASC Team 10 working days before the meeting ([CTM\_CASC\_EASC@wales.nhs.uk](mailto:CTM_CASC_EASC@wales.nhs.uk)); and

d) Prepare and submit the papers for the meeting 7 days before the meeting. The Chair (or other members of the EASC Team) will determine the final agenda for the meeting.

* **Withdrawal of Individuals in Attendance**

The Chair of the NEPTS DAG may ask any or all of those who normally attend but who are not members to withdraw to facilitate open and frank discussion of particular matters.

* **Circulation of Papers**

The EASC Team will ensure that all papers are distributed at least 7 days prior to the meeting.

The EASC Team will ensure that draft minutes are circulated to Members following the meeting so this can be used as part of the local briefing mechanisms.

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| **7. Reporting and Assurance Arrangements** |

The Chair of the Group shall:

* Report formally to the EASC on the group’s activities. This includes verbal updates on activity, the submission of the minutes and written reports
* Include in matters for decision, the formal views of the group, for consideration by EASC (in line with the EASC Standing Orders)
* Ensure appropriate escalation arrangements are in place to alert the EASC Chair, Chief Executive or Chairs of other LHBs or WAST and relevant sub groups of any urgent/critical matters that may affect the operation and/or reputation of the LHBs or WAST.
* If Member or their nominated deputy fail to attend three consecutive months, the following escalation arrangements will be trigged:
* NEPTS Delivery Assurance Group Chair to write to the Chief Executive in the first instance and report to EASC
* EASC Chair to write to Chief Executive and Chair of the Health Board and if no response received this would be added to the EASC Risk Register

The Chair shall oversee a process of regular and rigorous self-assessment and evaluation of the group’s performance and operation including that of any sub-groups that may have been established.

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| **8. Review** |

These Terms of Reference shall be adopted by the NEPTS Delivery Assurance Group at the next scheduled meeting and subject to review at least on an annual basis thereafter.

**FOR ANNUAL REVIEW**

Date of approval: EASC 12 July 2022

Next review due: May 2023

**Appendix 4**



**EFFECTIVENESS SURVEY**

**NEPTS Delivery Assurance Group**

The primary purpose of the annual self-assessment survey is to consider the effectiveness of the Group. The survey is based on a Group effectiveness survey template used for all Board Sub-Groups and members are requested to answer all questions.

To be sent through to Members – online completion