Ahead of Non-Emergency Patient Transport Services (NEPTS) performance reports to the Emergency Ambulance Services Committee (EASC) in January 2020 the NEPTS section of the Chief Ambulance Service Commissioner report describes the work currently underway to transform NEPTS provision and fully deliver the Ministerial expectations and the 2015 business case “the Future of NEPTS in Wales”

**Non-Emergency Patient Transport Services Collaborative Commissioning: Quality & Delivery Framework**

The NEPTS Collaborative Commissioning Quality & Delivery Framework was signed on behalf of EASC and Welsh Ambulance Services (WAST) in October 2019. The Framework delivered Ministerial expectation, is live and covers a period of 3 years.

**Non-Emergency Patient Transport Services Delivery Assurance Group (NEPTS DAG)**

The NEPTS DAG remains the vehicle for the monthly collaborative discussions around NEPTS Between WAST & Health Boards. Consistent representation from Health Boards and WAST has built trust and enabled highly effective collaborative working. The group has also established the reporting mechanisms into the newly formed EASC Management Group.

**Delivery of 2019/20 Commissioning Intentions**

Through the NEPTS DAG excellent progress has been made by WAST and Health Boards on delivery of the 2019/20 Commissioning Intentions. The key workstreams initiated through the DAG to support delivery of the Commissioning Intentions are:

**Development of Local Measures**

The development of a suite of local measures is a key 2019/20 Commissioning Intention. The ability for each Health Board to provide assurance within their organisation following the transfer of provision to WAST is key to building trust and enabling Health Boards to commission services effectively. This work was piloted between WAST and Hywel Dda UHB and they have delivered a number of key actions:

* Standardisation of the terms of reference for the Tier 2 & Tier 3 meeting agenda and structure that take place within each Health Board with WAST around NEPTS.
* Clarity around roles & responsibilities around NEPTS on operational issues.
* Visibility of NEPTS within Health Boards through aligned reporting into governance structures.
* Driving development of Joint Performance Improvements for 2020/12 Commissioning Intentions.

**Performance & Activity**

Through the NEPTS DAG project teams have been formed and work initiated on the Joint Performance Improvements detailed within the 2019/20 Commissioning Intentions, these are:

Reduction in on the day discharge & bookings

* WAST have developed a national protocol for reducing on the day bookings and discharge requests. Joint project will support the move towards booking planned in advance and improve the efficiency of vehicle utilisation across Wales.

Reduction in the number of aborts & cancellations

* Aborted journeys & cancellations account for about 10-14% of the total NEPTS bookings. Improving performance across Wales in these areas will realise significant efficiencies that will improve vehicle availability and improve performance.

National Call Taking

* WAST have developed and initiated a national call taking model for NEPTS. This model has drastically improved call taking performance and reduced the amount of time patients wait for calls to be answered. The model is supported by a national booking process that enables the WAST NEPTS contact centres to answer calls and book transport for patients regardless of where they live within Wales.
* WAST have initiated a single number to contact NEPTS across Wales. This single number makes booking simpler for patients and professionals.

Eradicating fax bookings

* Moving towards telephone and online booking and the cessation of bookings by fax ensures better compliance with audit and increased accuracy and efficiency to ensure the right transport for the right patient the first time.

**Transfer of Work**

The transfer of work as outlined in the 2015 business case “The future of NEPTS in Wales” detailed the plurality model as the vehicle for delivering future NEPTS provision. The transfer process has already seen the following Health Board and trust provision transfer to WAST:

* Cardiff & Vale (July 18)
* Velindre (July 18)
* Hywel Dda (April 19)
* Swansea Bay (September 19)

WAST have developed a detailed transfer process for delivery of this element of the NEPTS business case. This process ensures transparency, outlines the responsibility of each organisation and enables constructive discussion and resolution of any issues. Executives and the governance mechanisms are fully engaged with each transfer ensuring deadlines can be met and transfers completed. The process of transfer has seen WAST and Health Boards engaging across the 3rd Sector, voluntary sector and CHC both nationally and locally to deliver a seamless service.

The transfer process has also seen each Health Board complete up to date baseline assessments ahead of transfer.

The EASC Commissioning Team are engaged with the Community Health Council at national level to ensure that the voice of the patients is represented for the transformation of NEPTS across Wales. Each transfer also engages the Community Health Councils at local level to ensure transparency around the provision of local services and the patients’ voice is represented.

**Quality Assurance**

WAST have completed a details procurement process and contracted with a company called 365 as the provider of the framework to support appointed a quality assurance officer to oversee the onboarding of providers to deliver the plurality model.

Each transfer is driving wider engagement with transport providers, the third and voluntary sector. Providers in each Health Board footprint are supported to complete the required quality assurance requirements to be on the 365 framework. These include legal, financial and vehicle safety and road worthiness checks.

**Future Management**

Computer Aided Dispatch (CAD) Development

* WAST through the NEPTS DAG have been developing their CAD System to support improvements in NEPTS provision.

Dynamic Purchasing Framework

* WAST have introduced with the support of the NEPTS DAG a dynamic purchasing framework to support quality assurance and consistent pricing for adhoc activity. The framework works in the same way as 365 with providers being quality assured up front ahead of adding t the framework. This includes transparent pricing and the transport capabilities for each provider driving value for money and better patient experience.

NEPTS Demand & Capacity Review

* WAST NEPTS team will initiate a NEPTS Demand & Capacity review in 2019. The scope of this review will be to understand the current demand and plan for the future with all Health Board provision transferred to WAST. It will be a key component in realising the efficiencies outlined in the 2015 business case.

**Enhanced provision**

The Welsh Health Circular (WHC) 2007 (005) outlined the delivery of enhanced provision for certain categories of patients eligible for non-emergency patient transport.

Renal

Through the NEPTS DAG a project group has been established to develop the following specific improvements in renal transport provision:

* Renal Hub being fully integrated into WAST
* Renal travel reimbursement scheme
* Initiation of the 30-30-30 renal standards
* Development of local measures

Oncology

Through the NEPTS DAG a project group will be established to ensure enhanced oncology provision is supported for all patients across Wales. This will include:

* Development of local measures

End of life

* WAST will deliver the completed project to support enhanced End of Life provision for this category of patients. The detail about this work will be included in the January 2020 NEPTS performance report.

**Winter Resilience**

The NEPTS contribution to 2019/20 Winter Resilience has been to support the provision of discharge vehicles. WAST wrote out through the DAG in October 19 asking each Health Board to identify how much transfer & discharge provision they required to support operations.

**Transport Solutions: 1% a Healthier Wales**

Though the NEPTS DAG the templates, methodology and process for bidding against the EASC 1% A Healthier Wales Commissioning Allocation were developed and tested. Arising from that process a collaborative bid titled Transport Solutions was developed, submitted and accepted by the Healthier Wales Awarding and Evaluation Panel. This bid was unique in the received submissions in that it focused solely on developing the infrastructure and capability around step1 of the NEPTS patient pathway. This work will enable:

* JJ can you add the headline details/benefits

**Health Board/Organisation specific developments**

Transport of Community Dentistry Patients

* The NEPTS DAG is engaged with British Dentistry Association (BDA) Cymru in piloting a model to enable community dentistry patients to access non emergency transport. This work will reduce delays for this cohort of patients in accessing dentistry and enable them to receive treatment in surroundings that are better suited to them.

Clinical Futures Transport workstream Aneurin Bevan University Health Board (ABUHB)

* The EASC commissioning team have been asked by CEO of ABUHB to support the commissioning of transport for the new Grange University Hospital. This work has already seen the commissioning team develop the programme infrastructure to support delivery of this critical work, we have enabled the sharing of activity data to support the development of baselines and have initiated 2 weekly project meetings to drive the work and report into the governance structures.

Mental Health Transport: Powys Teaching Health Board

* Using the 365 framework the EASC Commissioning Team is supporting the onboarding of a range of mental health transport providers to support service delivery within Powys. This work will enable improved quality assurance as the providers will have to meet the quality criteria to be on the portal. It will deliver cost savings as the pricing for each provider is fixed and understood ahead of booking. The wider range of providers will also provide the flexibility to ensure that patients receive the appropriate transport to meet their needs and deliver good experience.