

‘Focus on’ Non-Emergency Patient Transport Services (NEPTS)

Emergency Ambulance Services Committee Meeting
8 September 2020

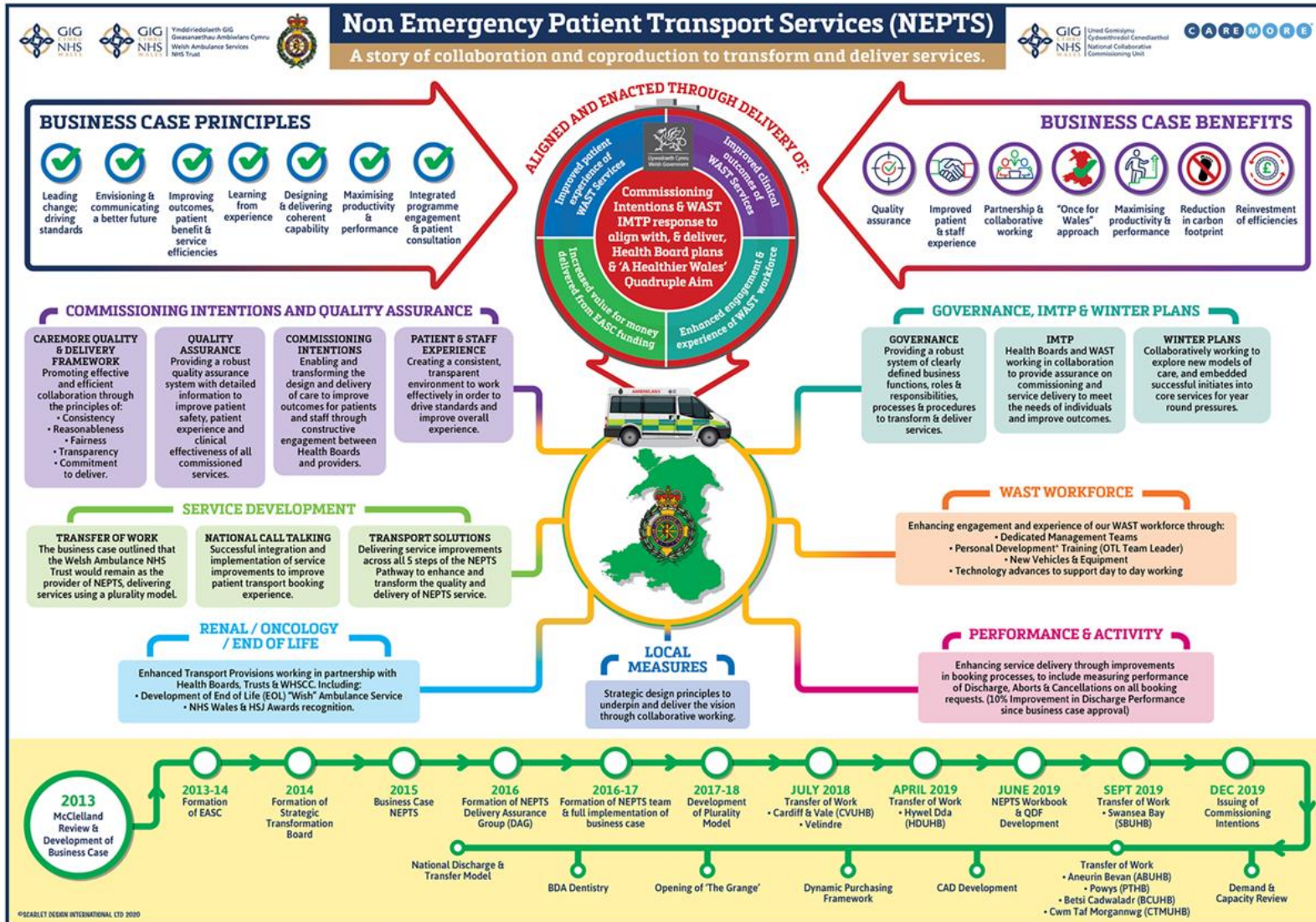
James Rodaway



NEPTS Headline Statistics

- **In 2018/19 NEPTS completed 685,000 patient journeys to and from almost 400 different healthcare settings across Wales & England.**
- **The total annual distance of NEPTS journeys is almost 10 million miles.**
- **There are 7 different types of NEPTS patient mobility's.**
- **NEPTS use more than 30 different types of resource to deliver the service.**
- **The NEPTS call taking team answers over 250,000 calls per year, at an average of 1000 calls per day.**

Collaborative Approach: NEPTS DAG



- Consistent HB & WAST representation at NEPTS Delivery Assurance Group (DAG)
- Co-production and collaborative approach
- NEPTS programme of transformation
- Significant progress but still work to do on NEPTS in Wales

Commissioning & Quality Assurance

- NEPTS Collaborative Commissioning Quality & Delivery Framework signed October 2019
- Commissioning Intentions developed through NEPTS DAG
- Delivery of commissioning intentions monitored through NEPTS DAG
- External providers are quality assured
- Monitoring process for external providers
- Supporting external suppliers to meet quality requirements through the transfer of work process

NEPTS Service Development

Transfers of Work

- C&V UHB, SBUHB, HDUHB, Velindre, Renal Hub has transferred to WAST
- PTHB, ABUHB, BCUHB & CTMUHB impacted by COVID but prioritised for completion

National Call Taking

- Driving improved performance: reduction in call answer times
- One number for NEPTS across Wales

Transport Solutions

- Improvements to call booking process, ensure consistency, correct resources, enforce eligibility
- Improved performance in pick up and drop off to appointment times
- Reduction in aborted or on the day cancelled journeys
- Meaningful measurement of patient and staff experience

Enhanced Service Provision

Renal

- Renal patients account for around 30% NEPTS journeys, increasing trend
- Renal improvements: subgroup of NEPTS DAG

Oncology

- Oncology service provision requires further work
- Oncology improvements will be developed through the NEPTS DAG

End of Life

- WAST End of Life Rapid Transport Service highly commended at HSJ Awards

Performance/Service Delivery Improvements

- Discharge patients collected within 1 hr of the agreed ready time has improved by more than 25% to 87% in the last year
- 10%+ increase in journeys where the actual transport times were recorded.
- Significant reduction in renal patients experiencing reductions or loss of treatment in treatment due to delays in Transport since the inception of the NEPTS business case
- Significant delays for end of life transport provision have been eradicated
- Improvements made to call answering times and abandoned call levels performance
- All external provision procured now undergoes a robust Quality Assurance Process.

Governance & Planning

- QlikSense Dashboard developed by WAST through the NEPTS DAG to drive improved performance
- Tiered meeting structure developed through the NEPTS DAG to support local commissioning of NEPTS
- Transfers of work align WAST & Health Board governance structures
- EASC support quarterly & IMTP and planning for NEPTS across Wales
- NEPTS will continue to support Winter planning with additional transfer & discharge capacity

NEPTS Demand & Capacity Review

- The D&C review is a Commissioning Intention and a WAST IMTP priority for 2020/21
- The objective of the D&C review is to re-examine the levels of capacity and efficiency required within NEPTS, to meet future forecast demand and stakeholder requirements
- The D&C review will be overseen by the NEPTS D&C Steering Group, which includes membership from WAST, EASC & Health Boards
- The work is scheduled to complete early November 2020
- D&C review recommendations being presented to NEPTS DAG through November/December and EASC and Trust Board in early 2021
- D&C implementation will follow in 2021/22

Impact and Learning from COVID-19

- 1 September 2020 NEPTS DAG workshop on impact of COVID-19
- Renal journeys maintained during COVID-19
- Outpatients & Oncology journeys reduced
- Impact of NEPTS staff shielding
- Patients per journey is reduced: for every 100 journeys we now need 83 separate runs as opposed to 47 pre-COVID-19
- Volunteer car service significantly reduced due to COVID
- Provision procured to support surge capacity ended mid July

NATIONAL COLLABORATIVE COMMISSIONING UNIT

Questions

