

Health and Social Wellbeing Overview and Scrutiny Commission

NHS Hull CCG Partnership Update November 2019

Joy Dodson, Director of Integrated Commissioning

Updates this quarter:

1. Non-Emergency Medical Transport Procurement
2. Thames Ambulance Service Performance Update
3. Building improvements to the Emergency Department at Hull Royal Infirmary



NON-EMERGENCY MEDICAL TRANSPORT (NEMTS) SERVICE PROCUREMENT



Non-Emergency Medical Transport Services?

Provides eligible patients with safe and reliable NHS funded transport to and from medical appointments, where they have a condition that prevents them from travelling by any other means.

Sometimes referred to as Patient Transport Services (PTS)

Not 999 or 'blue light' paramedic service

Categories of Service User Journey

Planned Routine e.g. hospital outpatients

Same Day e.g. discharge from hospital

Priority i.e. Renal, Oncology/Haematology or Jean Bishop ICC

Out of Area Journey e.g. appointment at Leeds



Performance Framework - KPIs

Planned Routine Journeys	Percentage of service users picked up within 120 minutes before appointment	95%
Planned Routine Journeys	Percentage of service users arriving up to 60 mins before their appointment	95%
Planned Routine Journeys	Percentage of service users collected within 90 minutes after their booked ready time	90%
Same Day Journeys	Percentage of same day service users collected within 120 minutes of journey booking	95%
Priority Service Users	Percentage of service users should arrive no more than 30 minutes before their appointment	95%
Priority Service Users	Percentage of service users are to be collected within 30 minutes of the booked ready time	90%
Priority Service Users	Percentage of priority service users journeys to be no more than 30 minutes from collection to destination	90%
Journey Time	Percentage of journeys (planned routine; same day; priority service users) to be no more than 60 minutes from collection to destination;	97%
Telephone Call Answering	Percentage of calls to be no more than 2 minutes	90%

Performance Framework: Quality

- Infection Prevention and Control
- Training
- Patient Safety
- Serious Incidents
- Safeguarding
- 4C's (Compliments, Comments, Concerns, Complaints)
- Safer Staffing



Contract Award

Preferred Provider: Yorkshire Ambulance
Service NHS Trust

Contract Length: 5 years with option to extend
for a further 2 years

Service Commencement: 1 April 2020



THAMES AMBULANCE SERVICE LIMITED (TASL)

CONTRACT FOR NON-EMERGENCY MEDICAL TRANSPORT SERVICES

PERFORMANCE UPDATE



Contract Summary

- Contract will terminate 31 March 2020
- Contract management is being maintained during the notice period
- Performance remains challenged and below target for majority of KPIs which are focussed on timeliness of transport
- Quality of service is also reported in terms of patient experience, workforce, infection prevention and control

TASL Performance: KPI Summary

Key Performance Indicators			Target	2017/18 Full Year	2018/19 Full Year	Apr-19	May-19	Jun-19	Jul-19	Aug-19
Q1	Planned Routine	Service users picked up within 120 minutes before appointment	95%	88%	93%	91%	90%	90%	91%	93%
Q2	Planned Routine	Service users arriving up to 60 mins before their appointment	95%	84%	89%	88%	85%	90%	90%	89%
Q8	Planned Routine	Service users collected within 90 mins of their booked ready time	90%	74%	83%	83%	81%	82%	78%	79%
Q3	Same Day	Same day service users collected within 120 minutes of journey booking	95%	77%	83%	73%	73%	79%	77%	77%
Q4	Priority Service Users	Service users should arrive no more than 30 minutes before their appointment	95%	51%	48%	58%	53%	58%	56%	60%
Q5	Priority Service Users	Service users collected within 30 minutes of the booked ready time	90%	57%	68%	74%	70%	67%	65%	69%
Q6	Priority Service Users	Priority service users journeys to be no more than 30 minutes	90%	74%	81%	84%	87%	85%	86%	84%
Q7	Journey Time	Journeys to be no more than 60 minutes from collection to destination	97%	93%	99%	99%	99%	99%	100%	92%

TASL Quality: Patient Experience

Hull Patient Concerns & Complaints Dashboard 2019-2020		Q1			Q2		
		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
		No. of Concerns & Complaints	Compliments	1	2	0	0
Concerns	5		2	5	6	4	2
Formal Complaints	0		0	1	1	1	0

Analysis of concerns

Collection/Waiting Time 15

Eligibility 2

Staff Behaviour 1

TASL Quality: Patient Experience Survey

	Q4 2018_2019	Q1 2019_2020	Q2 2019_2020
Question Asked	Hull Response Score of 4+ (Good/Great)	Hull Response Score of 4+ (Good/Great)	Hull Response Score of 4+ (Good/Great)
HOW WOULD YOU RATE THE HYGIENE & CLEANLINESS OF OUR VEHICLES?	100%	100%	100%
HOW COURTEOUS & CARING ARE PATIENT TRANSPORT STAFF?	100%	100%	100%
HOW WOULD YOU RATE THE TIMELINESS OF THE SERVICE?	84%	62%	97%
HOW COMFORTABLE WAS YOUR JOURNEY?	95%	92%	94%
HOW SAFE & SECURE DO YOU FEEL WHEN YOU'RE WITH US?	100%	100%	100%
HOW ACCOMMODATING ARE WE TO YOUR HEALTH & MOBILITY NEEDS?	100%	98%	98%
HOW EFFECTIVELY WERE YOU COMMUNICATED WITH?	100%	100%	100%

Friends & Family Test (FFT)	Hull % Positive Response (Likely/Extremely Likely)	Hull % Positive Response (Likely/Extremely Likely)	Hull % Positive Response (Likely/Extremely Likely)
HOW LIKELY ARE YOU TO RECOMMEND TASL TO FRIENDS & FAMILY IF THEY NEEDED TRANSPORT?	90%	86%	99%

TASL Quality: Workforce (1)

			Q1			Q2		
			Apr_19	May_19	Jun_19	Jul_19	Aug_19	Sep_19
Vacancies & Recruitment	Planned vs. Actual	Hull WTE Required				44	44	44
		Hull WTE Current	40.5	42.5	42.5	42.5	47.5	46.7
		Hull Current Vacancies				1.31	-3.5	-2.3
		Hull WTE Hours	6075	6375	6375	6375	7125	7005
	In Month Leavers	Hull	0	1	0	0	1	1
	In Month Starters	Hull	0	2	1	0	4	1

Sickness & Absence	Other Abstractions	Hull Hours				0	8.5	165.5
		Hull %				0.00%	0.12%	0.02%
	Short term staff sickness	Hull WTE Hours	71	78	106	66.75	12	33.75
		Hull %	1.17%	1.22%	1.66%	1.05%	0.17%	0.48%
	Medium term staff sickness	Hull WTE Hours	93	130	0	0	45	180
		Hull %	1.53%	2.04%	0.00%	0.00%	0.63%	2.57%
	Long term staff sickness	Hull WTE Hours	120	240	390	375	337.5	120
		Hull %	1.98%	3.76%	6.12%	5.88%	4.74%	1.71%
	Total Sickness/Absence %		4.67%	7.03%	7.78%	6.93%	5.54%	4.76%
	Total Sickness/Absence Hours		284	448	496	441.75	394.5	333.75

TASL Quality: Workforce (2)

			Q1			Q2		
			Apr_19	May_19	Jun_19	Jul_19	Aug_19	Sep_19
Operational Cover	Bank Hours	Hull Hours	0	221.5	155	126.25	102	135
		Hull %	0.00%	3.47%	2.38%	2.08%	1.43%	1.93%
	Overtime Hours	Hull Hours	0	269	47.2	0	386%	323.00
		Hull %	0.00%	4.19%	7.25%	0.00%	5.41%	4.61%
	Third Party Hours	Hull Hours	0	0	0	24	0	0
		Hull %	0.00%	0.00%	0.00%	5.44%	0.00%	0.00%

Statutory Compliance	Staff with current DBS checks %	Hull	100%	100%	100%	100%	100.00%	100%
	Staff with current Licence checks %	Hull	100%	100%	100%	100%	100.00%	100%

Statutory & Mandatory Training	% relevant staff in receipt Induction Training		100%	100%	100%	100%	100.00%	100%
	% of Staff in receipt of Statutory & Mandatory Training		87%	87%	87%	90%	90.00%	90%

TASL Quality: Infection Prevention & Control

AUDIT	APR	MAY	JUN	JUL	AUG	SEP
Vehicle Spot Checks – Exterior	95%	73%	79%	71%	80%	100%
Vehicle Spot Checks – Cab	95%	93%	90%	97%	100%	100%
Vehicle Spot Checks – Saloon	86%	99%	97%	100%	100%	100%
Vehicle Spot Checks – Equipment	100%	100%	98%	100%	100%	100%
Deep Cleans performed within time scale (12 wks)	100%	96%	88%	96%	100%	100%
<u>CoSHH</u> Compliance	94%	100%	100%	100%	100%	100%
Staff – Uniform Compliance	99%	100%	99%	100%	100%	100%
Staff – Hand Hygiene	100%	100%	100%	100%	100%	100%
Housekeeping Compliance	100%	100%	100%	100%	100%	98%

TASL Quality: Care Quality Commission

Latest report August 2019

Overall
**Requires
improvement**

Read overall
summary

Safe	Requires improvement ●
Effective	Requires improvement ●
Caring	Good ●
Responsive	Good ●
Well-led	Requires improvement ●

CQC inspections & ratings of specific services

Patient transport
services Requires
improvement ●

Emergency and urgent care

Type of service

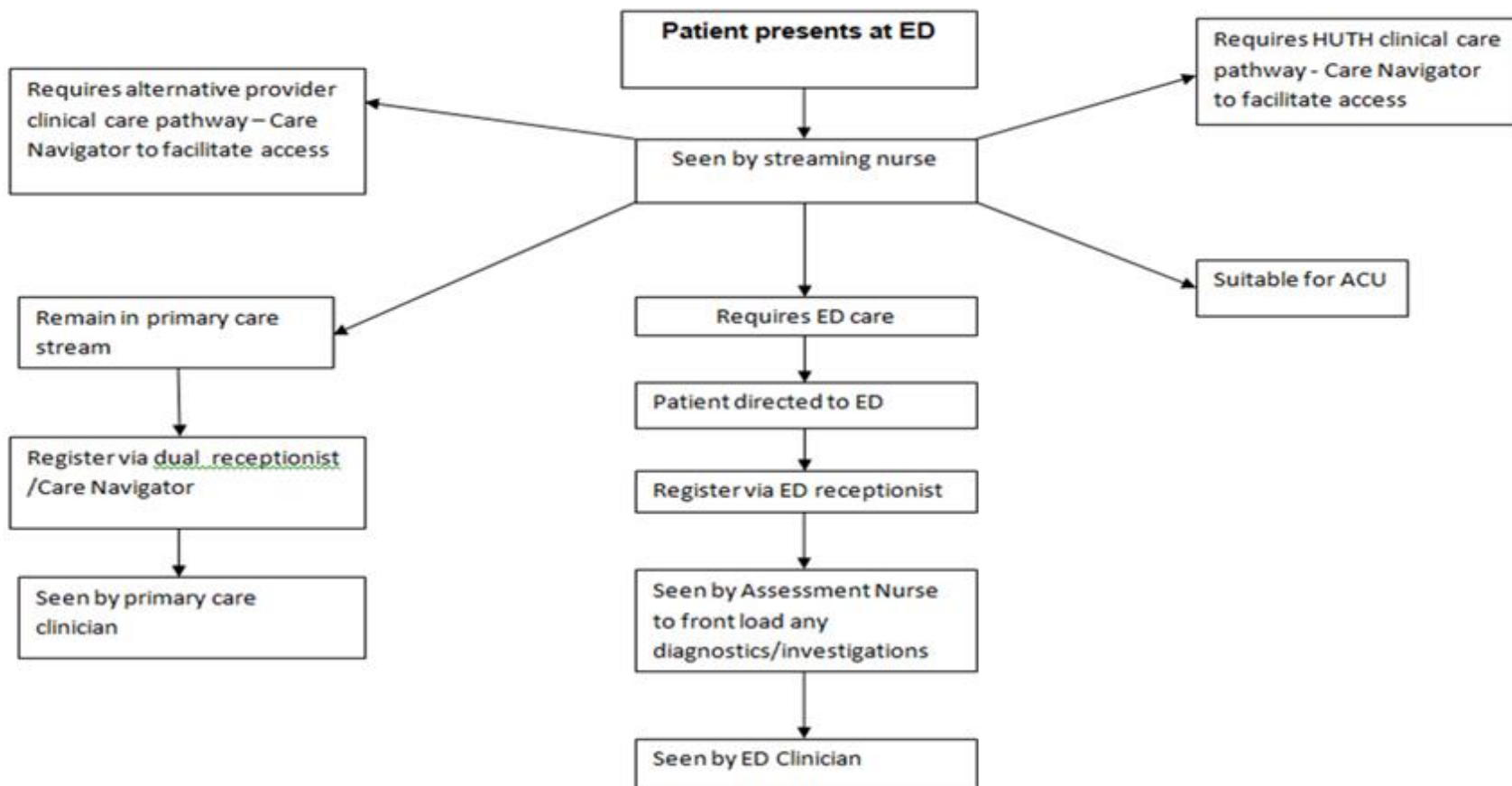
Ambulances

Building improvements to the Emergency Department at Hull Royal Infirmary Autumn 2019

Capital Improvements

1. Dedicated entrance and improved environment for emergency care area (minors) with new clinical streaming model
2. Additional 12 assessment spaces in the Medical Assessment Unit
3. Expansion of the existing Medical Ambulatory Care Unit to include Surgical specialities

Emergency Care Model



Next Hull CCG updates to Health and Social Wellbeing Overview and Scrutiny Commission:

December 2019: Paediatric Autism Assessment and Diagnosis

February 2019: Quarterly Partnership Update