



# Worcestershire Patient Transport Service (PTS)

*Have your say*





## Patient Transport Service (PTS) Background

In Worcestershire we have a **Non-Emergency Transport Service** and an **Urgent Unplanned Transport Service**. Both are provided by West Midlands Ambulance Service (WMAS).

The Non-Emergency Transport Service transports patients with medical needs to a hospital-based healthcare facility for treatment, discharge, outpatient appointment, diagnostics, (i.e. x-ray, blood tests), or a planned day case procedure.

The Urgent Unplanned Transport Service transports patients who are high dependency, seriously or terminally ill transport at very short notice to a hospital based healthcare facility, a hospice or a nursing/care home because their medical condition may require urgent diagnosis or treatment.



## Who is eligible for PTS?

The Department of Health definition of who is eligible for PTS states that PTS should be given to 'patients with a medical need requiring non-urgent, planned transport to and from premises providing NHS healthcare and between NHS healthcare providers. This should incorporate a wide range of vehicles types and levels of care that is consistent with the patients' medical needs'.

Hospital transport is only to be provided for patients who have been identified as having a medical need that prevents them from using private or public transport. PTS is not provided for social or financial reasons.

### An individual is eligible for PTS if:

- Their medical need requires them to travel lying down
- They require oxygen or other medical gases whilst travelling
- They require intravenous support (medical drugs direct into their veins).



## **An individual may also be considered for PTS if they:**

- Experience side effects which are a result of their treatment and this prevents them from using public transport or it would be detrimental to their recovery if they travelled by any other means
- Have a psychiatric or learning disability which makes it impossible for them to travel on public transport
- Their medical condition has an impact on their mobility to an extent that they would not be able to access healthcare.

## **Why is a new contract needed?**

The main PTS commissioned for the population of Worcestershire was commissioned five years ago. The Clinical Commissioning Groups (CCGs) inherited this contract, which was commissioned separately by the Worcestershire healthcare organisations at the time (Worcestershire Acute Hospitals NHS Trust, Worcestershire Mental Health Trust and Worcestershire Primary Care Trust – Provider Services).

## **The reasons for change are:**

- There have been a number of organisational changes since the service was originally commissioned, i.e. the development of the Worcestershire Health and Care NHS Trust, and the abolishment of PCTs which have now been replaced by CCG's (Clinical Commissioning Groups)
- The two services are both approaching their natural expiration date (March 2015) and we need to procure a service so as to ensure there is no gap in service provision
- The need to improve the PTS booking system
- The two services currently operate across different times of the day and week even though they both have the same provider
- In addition the contract currently doesn't just cover patients in Worcestershire but crosses into other counties – because the contract is based on a 'mile radius', which means that our funding may be used for other patients who are not registered to a Worcestershire GP.



To be able to procure a local PTS that meets the needs of Worcestershire's patient population, the three Clinical Commissioning Groups (Redditch and Bromsgrove CCG, Wyre Forest CCG and South Worcestershire CCG) took the decision to align the contracts for both the Non-Emergency Transport Service and the Urgent Unplanned Transport Service, and have extended the current contracts until March 2015 to enable them to do this.



## Our Proposal

We propose to procure a service for the registered patient population of Worcestershire that will deliver both the Non-Emergency Transport Service and an Urgent Unplanned Transport Service within Worcestershire itself as well as be responsible for taking all bookings. The service will commence in April 2015.

Note: The Patient Transport Services that can be used to transport patients to hospitals outside of Worcestershire have separate contracts and are not part of the service being procured.

## What are we asking you?

We would like to hear your views on what you think of the current service. This will inform the development of the service specification for the new contract to ensure we are constantly improving services.

Please give us your views in the survey attached and please place your completed survey in an envelope (no stamp necessary) to: **Freepost Plus RTCU-KZKZ-EJZZ, NHS South Worcestershire CCG, The Coach House, John Comyn Drive, Worcester, WR3 7NS**

Alternatively these questions are asked in our online survey which you can access here [www.surveymonkey.com/s/Patient\\_Transport\\_Service](http://www.surveymonkey.com/s/Patient_Transport_Service) or please contact: [ccgcomms@worcestershire.nhs.uk](mailto:ccgcomms@worcestershire.nhs.uk)

**Please note the engagement period will close on the 2nd June 2014.**



## Patient Transport Survey (PTS) - Patient/Carer Survey

Please complete this survey if you have had experience of the PTS as described in this document. This could be as a patient, family member, friend or carer. If you have not had direct experience, we still welcome your comments – but please only complete question 16.

If you are a professional who has booked the survey for a patient please see our separate survey [https://www.surveymonkey.com/s/PTS\\_Professionals](https://www.surveymonkey.com/s/PTS_Professionals)

### Questions about you

1. Are you a:

- Patient ☐  
Friend/Family member/Un-paid carer ☐

2. Did you or the patient need to be transported in a:

- Wheelchair ☐  
Stretcher ☐  
Neither of the above ☐

3. What is your age/the age of the patient:

4. Did you consider alternative transport arrangements for the patient, (such as Community Transport, Taxi, Bus Service, friend's or family's car)?

- Not appropriate for the patient's needs ☐  
Considered but not available ☐  
Not considered ☐  
Not aware of options ☐  
Other reason ☐

5. How often do you or did you use the service for the patient?

- Less than once a month ☐  
Once a month ☐  
Twice a month ☐  
Three times a month ☐  
More than three times a month ☐

6. What is your/the patient's postcode?



## Booking the Patient Transport Service

7. Which booking office did you call to book transport?

- West Midlands Ambulance Service direct ☐  
Worcestershire Acute Hospitals NHS Trust ☐  
Don't Know ☐

8. How easy was it to book the transport? (please shade circle):

Very  
Easy

1

2

3

4

5

Very  
Difficult

9. What improvements could be made to the booking system?

## Your personal experience of Patient Transport Services (PTS)?

When answering these questions please think of the last journey you had with PTS.

10. Did the vehicle arrive on time? (Please shade the clock which applies)



Late



11. Did the PTS crew or the booking office call to inform you (or your carer) if they were running late whilst you were waiting for them?

- a. Yes ☐  
b. No ☐  
c. Not applicable ☐

12. Did you arrive in time for your scheduled appointment? (Please shade the clock which applies)



Late





13. During the journey, did the PTS crew inform you if they were running late?

- a. Yes ☐
- b. No ☐
- c. Not applicable ☐

14. Did the PTS crew provide adequate care and attention when collecting you?  
(Please tick all that apply) Did they...

- a. Make sure you had your appointment letter ☐
- b. Make sure you had your medication ☐
- c. Make sure that your home was locked up and secure ☐
- d. Escort you to the vehicle ☐
- e. Help you to your seat ☐
- f. Ensured you were secured in your seat ☐

Do you have any comments regarding the care and attention of the crew?

15. Overall how satisfied were you with the service? (please shade circle)

Very  
Satisfied

1

2

3

4

5


Very  
Dissatisfied

16. Do you have any further comments about the Patient Transport Service?

Thank you for taking the time to complete this questionnaire. If you would like to receive feedback following the engagement period please provide your contact details:

Name:

Email address or postal code :



If you would like this information in alternative formats or languages contact  
the Communications Team on 01905 681956 or  
email [ccgcomms@worcestershire.nhs.uk](mailto:ccgcomms@worcestershire.nhs.uk)