



Hambleton, Richmondshire
and Whitby
Clinical Commissioning Group



Harrogate and Rural District
Clinical Commissioning Group



Scarborough and Ryedale
Clinical Commissioning Group

ITEM 6 

Vale of York
Clinical Commissioning Group

Hambleton Richmondshire and Whitby, Scarborough & Ryedale, Harrogate & Rural District and Vale of York CCGs

**North Yorkshire Scrutiny of Health Committee
14 December 2018**

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Context and background



- North Yorkshire CCGs have recorded a steady and sustained increase in PTS activity over the last few years, reaching above contracted and affordable levels.
- Previous contracts limited journeys to mainly weekdays and bookings had to be made before 2pm daily, to agreed sites; which significantly affected the ability of staff to provide timely transport.
- There were a number of different providers for transport who were not well linked and didn't have a single set of quality standards
- Current national guidance concerning the eligibility of patients for PTS (dating back to 2007) is agreed to have it's limitations.
- National guidance consists of a set of statements and principle.
- The eligibility criteria underpinning these statements must be interpreted, developed, agreed and implemented locally.

- The previous eligibility criteria provided no material help or support to Yorkshire Ambulance Service (YAS) in determining the correct eligibility of a patient based on their medical and/or mobility requirements – they did not work effectively.
- This refresh improves the process of assessing against the national eligibility criteria as well as providing a more up to date service that covers more dates and times when transport is required.

- A material element of "social" transport (i.e. transport which does not support medical or mobility issues) has historically been provided by YAS based on the previous eligibility assessment process. CCGs are required to support patients who have a clear medical or mobility need for transport only.
- Our ambulance service PTS provider (YAS) is trying to provide the best and highest quality PTS service they can to patients who need support in the face of these significant historic constraints and challenges.

Vale of York and Scarborough & Ryedale CCGs

- To support patients who need transport into the evening, at weekends and on Bank Holidays.
- To get away from the constrictions of having set 'sites' or routes for transport whilst being efficient.
- To ensure that all contractors were working to the same quality indicators that we set and enforced.
- To ensure consistency in the provision of transport to those who need it because of a medical condition.

Our approach to finding a solution



- YAS, HaRD CCG and HRW CCG agreed to work together to find a solution and transform our PTS for the benefit of all our patients who need PTS and are eligible for this service.
- VoY CCG and SR CCG agreed to test the market through a procurement exercise to find an equally beneficial solution. YAS secured the new PTS contract against a revised specification following procurement.
- HRW CCG, HaRD CCG and YAS jointly reviewed and refreshed the local eligibility criteria that supports and underpins the national guidance (for the avoidance of doubt, no changes were made to the national guidance).

Our approach to finding a solution



- Three main iterations of refreshed eligibility were produced and at each stage they were tested by YAS colleagues with real patients (with their agreement) who were all randomly selected following their original PTS booking call.
- As part of the eligibility review we also considered the qualitative aspects and outcomes of our work to ensure that on each occasion (through testing) the eligibility result looked, felt and appeared fair for the individual patient and their particular circumstances.
- In agreement, Vale of York CCG and Scarborough Ryedale CCG adopted the same revised process for assessing eligibility in their new contract.

Voluntary Sector Support & Partnership With NYCC



- Simultaneously to this work, YAS and HRW CCG worked with NYCC to formally integrate the current six (at scale) voluntary car schemes in operation across HRW into the YAS booking service to help and assist those patients deemed "not eligible" access alternative transport support.
- In VoY and S&R CCG's Age UK were part of the bid team and process and all other voluntary car schemes were consulted and included in communications to patients as alternative provision.
- This part of the booking service went "live" at the same time as the refreshed eligibility criteria were introduced across HRW CCG on 15/10/18.
- All patients who express concerns about the ability to pay for transports are directed to the national 'Healthcare Travel Costs Scheme'.

Patients Exempt From Eligibility Checks



- HRW CCG & HaRD CCG agreed at the start of this work that any patient travelling to a facility providing NHS treatment, for the following medical conditions, would be automatically deemed "eligible" for PTS and would not be asked to undertake any eligibility checks:
 - Chemotherapy
 - Radiotherapy
 - Renal
 - Other Oncology
- SR CCG and VoY CCG agreed to ask all patients to undergo assessment against the national eligibility criteria.

Patients Exempt From Eligibility Checks



HRW & HaRD CCGs stipulated patients requiring 1 or more member of YAS PTS staff to assist them in their journey would also be deemed automatically "eligible" for PTS.

To ease the process for the patient all CCGs agreed that if a patient were deemed "eligible" for their inbound journey for treatment they would automatically be deemed "eligible" for their outbound journey.

If any patient had a series of treatments planned for the same or related condition and were deemed "eligible" for PTS they would automatically be deemed eligible for all these related journeys. Reviews would take place at 3 month intervals for patients whose condition may change (deteriorate or improve)

Appeals process



- If any patient is not satisfied with the outcome of their PTS "eligibility" check, they have the right to appeal.
- There are three stages of appeal. Two stages are within the YAS (shift supervisor and shift manager), where all the details of the booking call are reviewed. The third stage is to the patient's CCG, usually via their Patient Relations service.
- A senior manager in each CCG personally deals with any stage 3 appeal and speaks to the patient (or their advocate with the necessary permissions in place) directly.
- All three stages of appeal are considered and completed the same day wherever possible.

Appeals process



- To date the following number of appeals have been received:

HRW CCG	=	7 appeals (7 upheld)
HaRD CCG	=	2 appeals (2 upheld)
VoY CCG	=	63 appeals (25 upheld)
SR CCG	=	38 appeals (13 upheld)
- Anonymised case examples (HRW CCG) - 1 appeal corrected a human error in the booking process and the others mostly corrected some overly brave and stoic answers to the eligibility questions asked.
- Appeals in VoY and S&R CCG's have included a mix of different concerns, some relating to underlying health conditions, some around journeys to specialist hospitals, distance to their appointment, and many relating to financial concerns of self funding.

Activity and volume



- Across Vale of York CCG and Scarborough Ryedale CCG the overall % change in PTS activity since “go live” is as follows:

	% Change Actual v Plan July - Sept 2018		
	SRCCG	VOYCCG	Contract
Core Activity	7.4%	13.0%	11.4%
Saloon Cars	-9.9%	-13.5%	-12.4%
Total	-3.9%	-3.5%	-3.6%

- The spread of capacity in VoY and S&R is now across evenings and weekends and supporting more complex patients.
- It is too early to report the overall % change in PTS activity across HRW and HaRD CCGs since “go live”.

Outcomes expected and wanted



- The application of the eligibility criteria removes the "social" elements of service provision and ensures that "eligible" patients, regardless of where they live, receive their patient transport service when they need it to the highest standards possible.
- Achieving the above will release service capacity which will enable YAS to redeploy this capacity and thereby improve the overall quality, availability and flexibility of the PTS service and enable ongoing delivery across NY within an affordable NHS contract.

- Information (posters and leaflets) shared and distributed to all hospitals and GP practices, as well as care homes, social care partners and voluntary sector organisations across North Yorkshire regarding our patient transport services.
- Meetings undertaken with all GP practices and hospital teams to share and update on the refreshed specification and service model.

- The outcomes of this work remains a focus through on-going review which is jointly undertaken by YAS and the 4 NY CCGs involved.
- Monthly contract and separate operational meetings are held to ensure activity and quality standards are upheld and partners work together to deliver the best service possible.



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Thank you
