

## NEPT STAKEHOLDER BRIEFING 1 – February 2016

### Introduction

Welcome to our non-emergency patient transport (NEPT) service stakeholder briefing. This will be the first in a series of briefings you should receive every three months to update you on the work your local CCGs are undertaking to improve service for users of our NEPT services.

### Background

The four clinical commissioning groups (CCGs) in Birmingham, Sandwell and Solihull have completed a public consultation on NEPT services, a service that provides an estimated 350,000 journeys each year (which equates to 6,740 per week). CCGs invest over £50 million to provide free NHS NEPT services across its NHS trusts.

### The consultation

The consultation looked at non-emergency patient transport at the following hospitals:

- Birmingham Women's Hospital NHS Foundation Trust;
- Birmingham Community Healthcare NHS Trust;
- Heart of England NHS Foundation Trust;
- Royal Orthopaedic NHS Foundation Trust;
- University Hospitals Birmingham NHS Foundation Trust; and
- Patients from Birmingham, Solihull and Sandwell accessing services at Worcestershire Acute Hospitals NHS Trust.

The consultation took place between **Wednesday 20 May** and **Friday 21 August 2015** and included;

- **70** engagement events with our stakeholders and the general public;
- **534** contacts between the engagement team, the general public and stakeholder organisations; and
- Responses from **509** members of the public who responded to our survey.

A full copy of the consultation report can be found here (**insert link**)

### What did respondents say?

Feedback from our stakeholders and service users was at the heart of our consultation and we value all of the feedback we have received. Those who responded broadly agreed with the proposals set out for the new service however, having acted on this feedback, the original proposals have been updated to reflect the views of service users.

For example, respondents said:

- There should be one eligibility criteria for the NEPT service;
- The service should be available to those who have a medical need;
- NEPT users should be assessed for suitability by trained staff;
- Patients receiving active treatment should be eligible for NEPT;
- Escorts (with specific skills/circumstances) should be able to access NEPT;

- Communication needs to be improved, particularly around transport timings;
- Patients should be treated equally, regardless of their condition;
- That a patient charter, outlining standards of care, would be beneficial to service users; and
- The original proposals said that renal patients eligibility would be reviewed every 12 weeks and following comments we agreed that this could be excessive so have amended this to include a review every six months for all patients.

Also, some people felt that the service didn't meet criteria set out for renal patients and as a result the service specification has been changed to ensure that:

- All patients to be collected within 30 minutes of allotted pick up time for planned inward journeys.
- The proposed collection for planned journeys within 60 minutes has been reduced to 30 minutes.

An additional outcome to the consultation is that we will continue to explore options available to improve services so they better meet the needs of patients who require transport to and from hospital and clinical appointments.

### **Next Phase**

- The NEPT model has Governing Body approval from all four CCGs to commence the procurement for the new service,
- Support to implement the proposed new NEPT model has support from our the joint Health Overview and Scrutiny Committee (HOSC) for Birmingham and Solihull;
- The procurement has commenced and it is anticipated that the new service will start in 2017;
- A new local eligibility criteria policy for all NEPT services based on medical need will be implemented in 2016 across all NHS trusts and the new service in 2017;
- All patients requesting NEPT will have their eligibility assessed this will be phased in during 2016 and 2017; and
- The new patient charter will be fully rolled out in 2017 alongside the new NEPT service.

A second NEPT project will be undertaken in 2016 to review NEPT at Birmingham Children's Hospital NHS Trust; Birmingham and Solihull Mental Health Foundation Trust and Sandwell and West Birmingham NHS Trust.

A review of secure mental health transport across all NHS trusts will also be undertaken to help inform future commissioning plans. CCGs will continue to work with a range of stakeholders to help develop and future proposals concerning any of the above services.

A review of availability of the Healthcare Travel Costs Scheme has also commenced across all NHS trusts and a report will be produced in the summer detailing any improvements.

Further updates and information will be available via a three-monthly stakeholder briefing. The next briefing should be published in May 2016. In the meantime do not forget that any updates will be posted on NEPT webpage [attach link here].