

Non-Emergency Patient Transport Services (NEPTS) Service Specification

Service Specification No.	V0.1
Service	Non-Emergency Patient Transport Services (NEPTS)
Commissioner Lead	Sherwood Forest Hospitals NHS Foundation Trust
Provider Lead	
Period	
Date of Review	Annually

1. Aim

1.1 Provider aims

The key aims of the service are to

- Provide an effective non-emergency patient transport service (NEPTS) for patients requiring transport to support discharge from Sherwood Forest Hospitals' sites over 24 hours a day, 365 days a year.
- Provide an effective on-call service to transfer unwell patients from Newark Hospital to Kings Mill Hospital
- Provide an effective on-call service to transfer unwell patients from Critical Care Unit at Kings Mill Hospital to another provider within the Critical Care Network
- Provide a pre-booked service of ambulances and other vehicles to Sherwood Forest Hospitals, held off site and supplied by the provider, adhering to a schedule developed by the Trust to meet transport requirements.
- Cover planned and on demand transport from Sherwood Forest Hospitals for:
 - Pre-planned journeys / booked activity for hospital discharges to a place of residence
 - On the day and short notice activity from wards/ED/EAU to a place of residence
 - Transfers to other areas of the Trust including Newark Hospital and Mansfield Community Hospital

The service will provide a vital service in enabling patients to get home without delays, supporting increased bed availability and reduced length of stay within Sherwood Forest Hospitals. The service will need to respond promptly and reactively to Sherwood Forest Hospitals' requests, for instance providing extra capacity to meet peaks in discharge demand.

For patients who need critical care transfer but not as an emergency, for example, transfers to NUH for GI bleed requiring TIPSS, expedited transfer required but not immediately (within 4-6 hours). The service will facilitate transfer for these patients within two hours.

The Provider will be expected to transport patients within Nottinghamshire and bordering counties (i.e. Derbyshire, Lincolnshire) with occasional travel required for out of area transfers for repatriation of a patient to their home area anywhere within the UK or Europe. Patient's place of residence is defined as any address specified at the time of booking e.g. home, nursing home, hospice or treatment centre.

Eligible patients will not be charged for the patient transport services provided by the NHS. Assistance dogs will be allowed to travel on vehicles free of charge.

Non-Emergency Patient Transport Services (NEPTS) Service Specification

2. Service Description

2.1 The scope and provision of NEPTs and logistics planning to include:

- Service - available 24 hours a day, 365 days according to a schedule defined by the Trust
- Quality - legal, safe, friendly, dignified, clean, comfortable environment, qualified staff, due regard to infection control, low journey times, prompt arrival and pick up
- Flexible - responsive to changing needs and new models of care, expert in delivering a fit for purpose service e.g. new locations, on the day requests, flexible pick up and drop off times including evenings, nights and weekends.
- Communication & Performance - clear, regular and effective communication with all parties, high levels of stakeholder satisfaction, the Trust to control access to the service and ability to book direct with crews, ability for the Trust to track crews in real time to maximise efficiency
- Value for Money - maximising best use of resources, ongoing improvements in value for money by effective management of logistics and supply, financial efficiency
- Innovation and Information Technology - use best technology for scheduling journeys,
- Sustainability – reduce carbon footprint where possible, drive quality, safety, value and improved patient satisfaction

The main types of journeys will include but not be limited to

- Discharges from wards (both planned and on the day requests)
- Discharges including ED/EAU
- NHS funded beds in residential and nursing homes
- Inter-facility transfers from/to Newark Hospital and Mansfield Community Hospital
- End of Life patients including transfers to hospices and patients requiring NHS funded intermediate care beds
- Occasional travel required for out of area transfers including repatriation of a patient to their home area anywhere within the UK or Europe.
- Critical Care transfers between providers

Personal belongings will be transported with patients and assistance dogs will be allowed to travel on vehicles free of charge. The Provider will adhere to all current legislation and policy when transporting patients.

The service will provide a range of vehicles all tracked and equipped with latest communications technology and suitably trained crew to allow them to deal with a wide range of patients including but not exclusively:

- High dependency including those that have tracheotomy that require suction, oxygen or Entonox
- Bariatric patients requiring wheelchair or stretcher capabilities
- Psychiatric patients both sectioned and informal requiring appropriately trained crew
- ILS, triple crewed blue light equipped vehicles

Vehicles of various capacities will be required, minimum 4 seats and upwards with ability to take stretchers and wheelchairs, and in accordance with current Public Service Vehicle (PSV) Legislation, Private Hire or Hackney Carriage legislation or under Section 19 or 22 Permit (as appropriate) if the Provider's use of such a permit is compliant with all applicable legal requirements.

Transport is required for a variety of users including vulnerable adults, bariatric patients, psychiatric patients, special needs, disabilities and/or social care/health requirements. The transport operates generally, but not exclusively, within Nottinghamshire, and may extend to other locations within the UK and Europe.

All Vehicles must be equipped with an operational mobile communication device to enable communication with the Provider's control facility or Emergency Services, at all times.

Providers must have a scheduled maintenance, repair and safety check programme covering all Vehicles in operation.

Non-Emergency Patient Transport Services (NEPTS) Service Specification

All Vehicles shall be subject to monitoring checks by the Trust, or other authorised officers and/or appointed agents for compliance with current legislation and this Agreement. This may include the use of photographic evidence.

Where applicable all vehicles must be fully compliant with the Disability and Discrimination Act (DDA) 1995.

An appropriate CE (European Standard) approved first aid kit, fully stocked to the required standard, must be provided in the vehicle and be marked with the vehicle registration number.

A serviceable fire extinguisher must be provided in the vehicle which must be marked with the vehicle registration number.

Vehicles must be clean internally and externally and have effective heating, lighting and ventilation.

Vehicle seats provided for use by Service User(s) shall conform to the relevant "M" standard (as required under the European directives 76/115/EEC and 77/541/EEC) for the Vehicle concerned and be fitted according to the manufacturer's specification. All seats shall be fitted with seat belts that comply with current legislation.

Vehicles are to have operating child-proof locks which are engaged when Service Users are being carried.

In wheelchair accessible vehicles, wheelchairs must be transported in a forward-facing position only and correctly secured

CCTV must not be used without the Trust's approval. Where CCTV operation is approved the Provider must comply with the relevant legislation governing the operation of CCTV systems

The Provider should not carry out revised / amended instructions from guardians, parents, responsible adults or family members unless authorised to do so by the Trust

The combining or variation of Services may be considered, particularly where the reduction of road congestion or improved best value is the motivation, however, any changes must be approved in advance by the Trust

Vehicles must not be refuelled during the contracted journey unless as a result of an emergency beyond the Provider's control.

Vehicles must not be left unattended with the engine running or with Service Users on board.

Service User(s) shall not travel in the front seat(s) next to the Driver, unless authorised by the Trust.

Where applicable the Provider is responsible for the provision and cost of wheelchair restraints.

Any serious cases or repeated indiscipline or inappropriate behaviour by Service Users must be reported to the Trust at the earliest opportunity.

Service Users must board and alight only at the points specified at time of booking.

In the event of fire or other incident necessitating an evacuation of the Vehicle the Driver and Passenger Assistant shall have clear instructions on how to get the Service User(s) out of the Vehicle and relocated a safe distance away. The Emergency Services should be contacted as appropriate and the Trust advised of any such incident.

Evacuation arrangements should be worked out in advance with Drivers and practised; it is advised that training should form part of these arrangements.

All provider personnel must be appropriately trained (i.e. DBS clearance) and comply with current legislation with respect to the Road Traffic Act and any other laws applying to operation of this service.

Non-Emergency Patient Transport Services (NEPTS) Service Specification

The Provider must be ISO registered and Information Governance tool kit registered and compliant, including evidence of full compliance with GDPR regulations.

The Provider will have evidence of previous successful delivery of a similar contract with an NHS organisation.

2.2 Exclusions

The following groups of patients and activity do not form part of this contract:

- Patients who do not meet the eligibility as deemed by the East Midlands Regional Eligibility and Assessment Policy
- 999 emergency calls and card 35 calls
- Visitors to hospital
- Paediatric and Neonatal intensive care patients
- Transfers between residential homes or nursing homes
- Transportation for routine appointments at GP surgeries and health centres
- Unaccompanied children under 16 years of age
- Patients requiring complex care in a journey needing a paramedic trained crew

3. Service Delivery

The NEPTS service is required to be provided for an agreed number of annualized hours over a schedule designated by the Trust in order to best meet patient transport requirement demand. This schedule will vary according to day, month and seasonal requirements and the Provider may be required to respond to short notice schedule changes based on variation in demand or unforeseen circumstances.

The annual number of scheduled hours within this contract is 9,256.

NEPTS journeys may be requested for travel outside of and/or in addition to these specified scheduled annualized hours. The provider will be expected to have the ability to support requests from the Trust for additional activity at very short notice (i.e. 24 hours notice).

It will be the responsibility of the provider to ensure sufficient capacity and resources are available to meet the NEPTS activity demand at different times of the day, month and year.

Transport requests will be coordinated by a nominated person within the Trust, usually the Duty Nurse Manager on shift, Patient Transport Officer or Patient Flow Coordinator, who will have direct contact with crews via mobile phone or radio.

The Provider will ensure that there is the facility for the Trust's nominated person to track crew location in real time in order to optimize productivity of the service. Between journeys crews will be based on the Trust's sites to ensure high efficiency and responsiveness.

There may be a need to increase the Night crews hours in some way for coverage up to 8am the following morning, this may be implemented initially as a trial with the successful provider, to allow for the impact and benefits being reviewed.

Non-Emergency Patient Transport Services (NEPTS) Service Specification

4. Activity, Quality Focus and Access

4.1 Key performance indicators:

KPI	KPI Description	Measure	Target
KPI 1	Time on vehicle	Patients with a destination within a 10 mile radius of the point of care will spend no longer than 60 minutes on the vehicle.	95%
		Patients with a destination within a 10 – 35 mile radius of the point of care will spend no longer than 90 minutes on the vehicle.	90%
		Patients with a destination within a 35 – 80 mile radius of the point of care will spend no longer than 120 minutes on the vehicle.	90%
KPI 2	Journeys	Journeys by each crew to exceed 1.0 per hour on average.	100%
KPI 3	Patient satisfaction	Patients would recommend service to friends and family (FFT) – response rate / satisfaction rate	50% / 95%
KPI 4	Critical care response	Response within two hours for patients requiring critical care transfer	100%

5. Performance and Monitoring

Information required by the Trust:

Non-Emergency Patient Transport Services (NEPTS) Service Specification

Indicator	Reporting	Provided to	Threshold	Consequence of Breach
Activity dataset – requests received, discharge journeys completed, abortions, cancellations, patient mobility, pick up location, destination postcode, request, pick up and drop off time stamps, transit time	Monthly		100%	Contract review
Provision of staff and vehicles for the delivery of the service covering the agreed schedule (hours provided)	Monthly		100%	
Additional hours provided above the specified scheduled hours	Monthly		100%	
Additional hours requested by Trust but unable to provide	Monthly		100%	
Reporting of any incidents	Monthly		100%	
Reporting of any complaints from patients or Trust staff	Monthly		100%	
Evidence of achievement of identified KPIs	Monthly		100%	
Evidence of staff training compliance	Annually		100%	
Evidence of vehicle maintenance	Annually		100%	

6. Payment

As agreed in the contract.

Payment for the agreed annualized hours will be made to the Provider from the Trust, on a monthly basis based on 30 day BACS, upon the receipt of the invoice from the provider.

Additional hours provided above the agreed level of annualized hours following a request by the Trust will be paid by the same process.