

**LEICESTERSHIRE COUNTY COUNCIL HEALTH OVERVIEW AND SCRUTINY
COMMITTEE: 28 FEBRUARY 2018**

EXTRACT FROM THE MINUTES

NON-EMERGENCY PATIENT TRANSFER SERVICE - TASL

The Committee received a report from Thames Ambulance Services Limited (TASL) which provided an update on the post-mobilisation of the Non-Emergency Patient Transport Services contract with TASL in Leicester, Leicestershire and Rutland. A copy of the report, marked 'Agenda Item 10', is filed with these minutes.

Representatives from TASL had been invited to the meeting however they were unable to attend due to the adverse weather conditions. Tamsin Hooton, Director of Urgent and Emergency Care, Leicester, Leicestershire and Rutland CCGs answered questions on the report from a commissioner's perspective.

Arising from discussions the following points were noted:

- (i) Meetings had taken place with the parent company of TASL (HTG) who had given reassurance that they intended to invest in the ambulance service in the long term and they had not been deterred by the difficulties which arose on mobilisation.
- (ii) Due diligence enquiries had been undertaken into TASL prior to the contract being awarded. The CCG had contingency plans in place for transporting patients to urgent appointments should TASL be unable to fulfill the contract. It was noted that performance had improved month on month since mobilisation and that TASL was on track to meet all targets except for call pick-up time in the call centre.
- (iii) The eligibility criteria had not fundamentally changed since TASL were awarded the contract though effort was being made to ensure that it was applied consistently recognising that there was sometimes a need for flexibility. Members were of the view that the eligibility criteria flow chart as set out on the WLCCG website was difficult to follow and Tamsin Hooton agreed to give this further consideration.
- (iv) The CCG were reassured by actions TASL were taking to address recruitment gaps such as using third party providers. However, further work needed to be carried out to ensure TASL had the ability to recruit and retain an adequate workforce and there was a need to communicate a positive view of the company to encourage more applicants for roles.

RESOLVED:

- (a) That the update on the post mobilisation of the Non-Emergency Patient Transport Services contract with Thames Ambulance Services Limited be noted, and the improvements made since the previous report to the Committee be welcomed;
- (b) That officers write to Thames Ambulance Service Limited and forward the questions and comments now made regarding the report.