



# Non Emergency Patient Transport Service (NEPTS) Procurement Update

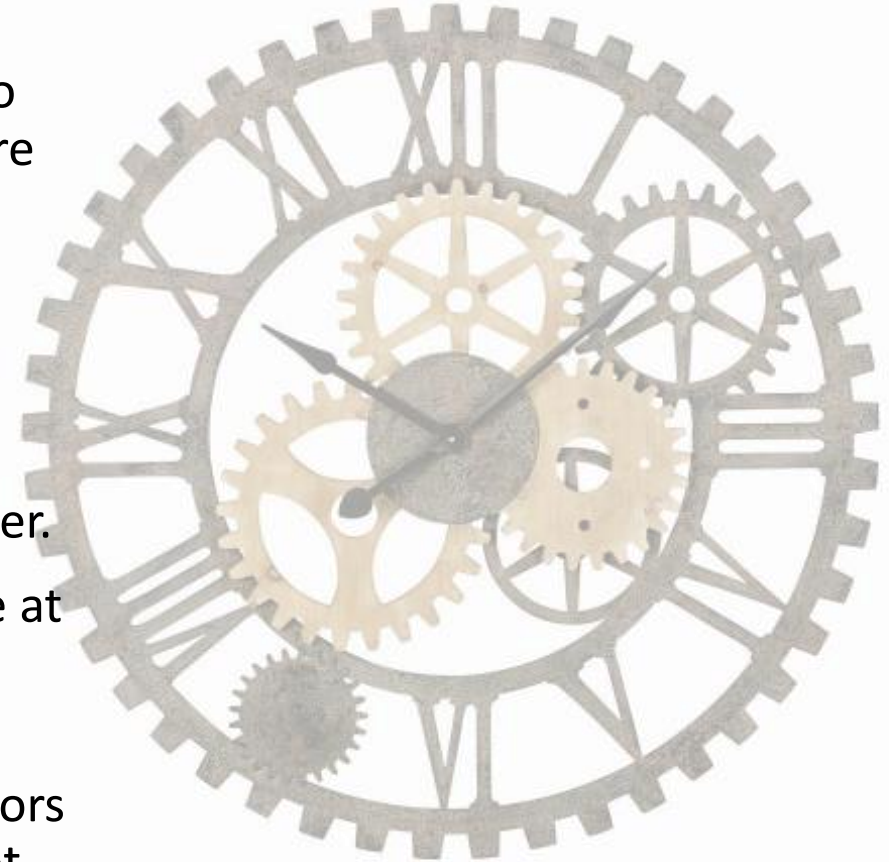


Leicester City Clinical Commissioning Group  
West Leicestershire Clinical Commissioning Group  
East Leicestershire and Rutland Clinical Commissioning Group

28 March 2022

# Background

- The service provides a free transport service to all eligible patients to enable them to travel to and from the community or acute healthcare setting in a timely manner, without adverse impact on their medical condition.
- The Non-Emergency Patient Transport Service (NEPTS) was commissioned via a competitive tender, on a 5-year contract from October 2017-September 2022, with an optional 2-year extension. Thames Ambulance Service Limited (TASL) are the contracted provider.
- It has been identified that the Service was not financially sustainable at the value the contract was awarded at and the provider has been financially supported throughout the contract term.
- TASL have struggled to achieve many of the Key Performance Indicators over the life of the contract, meaning that patient experience has not always been satisfactory.



# Current Patient Transport

- Currently the average number of patient journeys that TASL undertake 150,000 per annum.
- 61% of journeys are under 10 miles.
- In addition to TASL we also fund:
- UHL are funding additional High Dependency Crews on a daily basis, with an average of 3 crews but increasing as needed.
- Renal Services Ltd carry out the walking Renal Dialysis transport from the Hamilton unit, in addition to TASL transporting the complex mobility patients (wheelchairs, stretchers and bariatrics).
- Community Mental Health patients are using local taxi companies or voluntary drivers (although they are with the TASL contract).



# Current Contract Position

---

The current contract is due to end in September 2022.

---

We are extending this contract so we can take the time to listen to our stakeholders and improve the new service

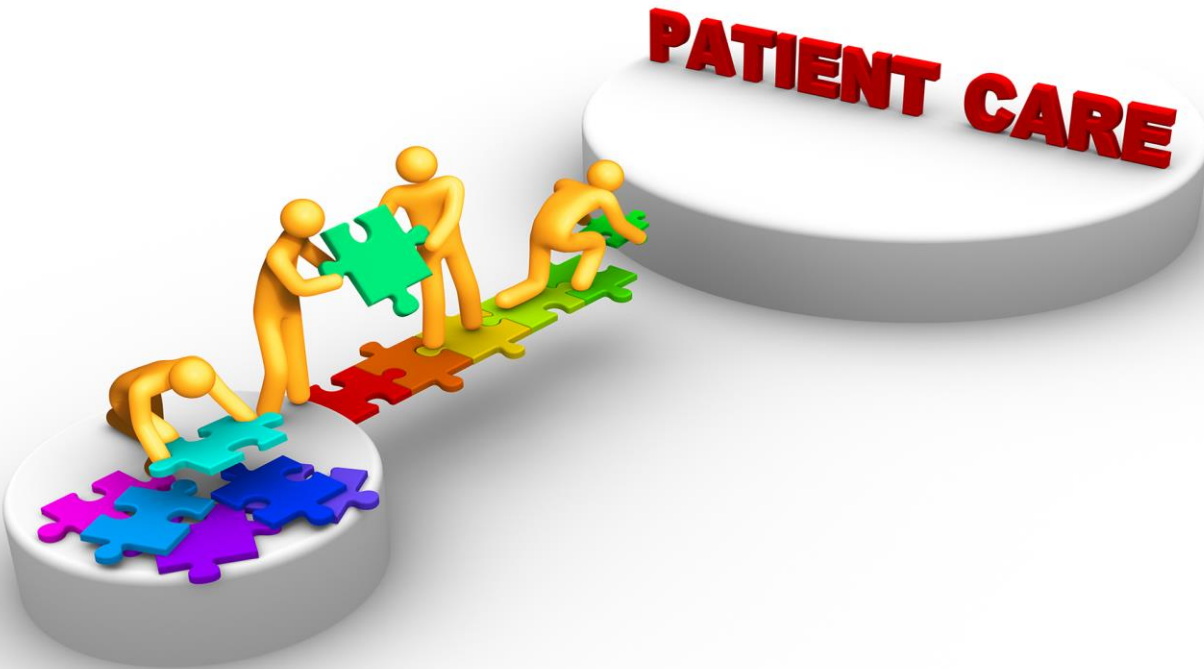
---

We are designing a new service to meet the needs of our patients and our health system that provides sustainability – 5 years plus 5 years contract.



# Why are we changing the service model?

- ✓ Improve the quality of service to all patients
- ✓ Improve the flow of patients throughout the healthcare system.
- ✓ All patients with a medical needs get the right transport
- ✓ Flexibility in the future to meet the changing needs of our LLR health system

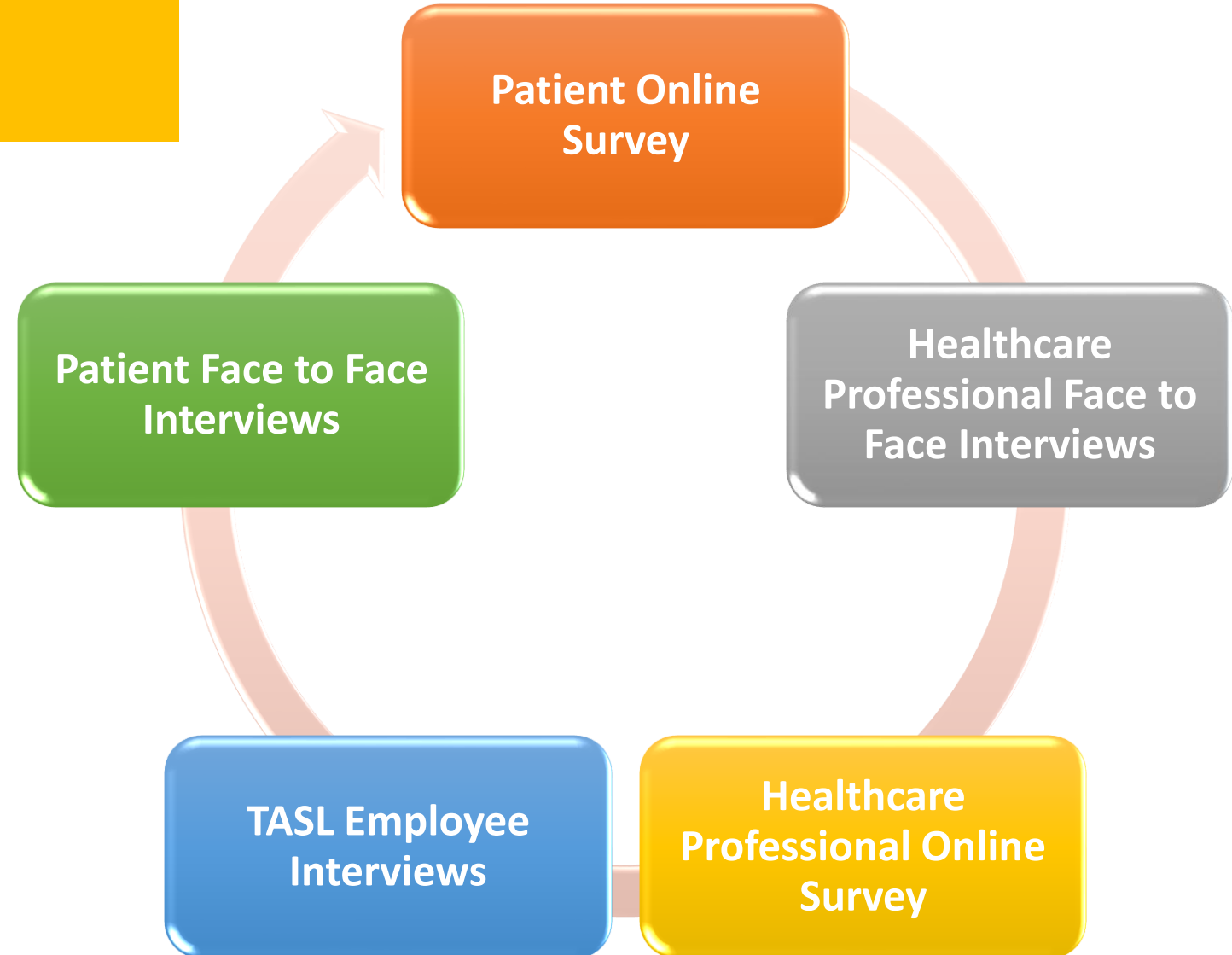




Engagement -Patients/  
Carers/Service Users/  
Provider



Leicester City Clinical Commissioning Group  
West Leicestershire Clinical Commissioning Group  
East Leicestershire and Rutland Clinical Commissioning Group



# Feedback from Patient/ Service User and Provider Engagement

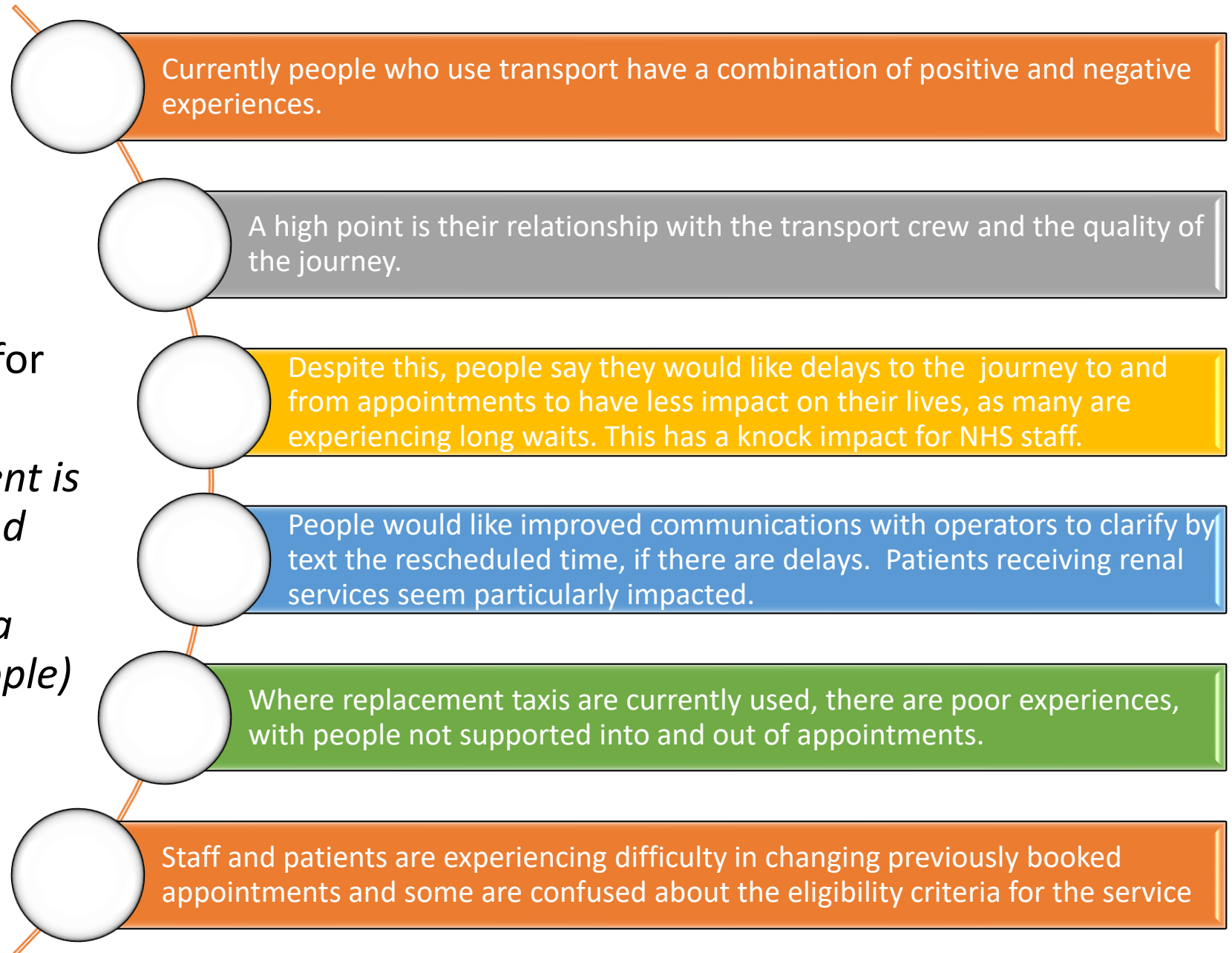
- Feedback will be available from the end of March and will be fed into the service spec's.
- The complete data report will be available in April.
- Weekly meetings with the engagement team are planned to ensure feedback is ongoing.



# Findings so far....

Early themes that are emerging are outlined for you.

*(Please note engagement is at a formative stage and these interim findings represent the views of a minimal number of people)*

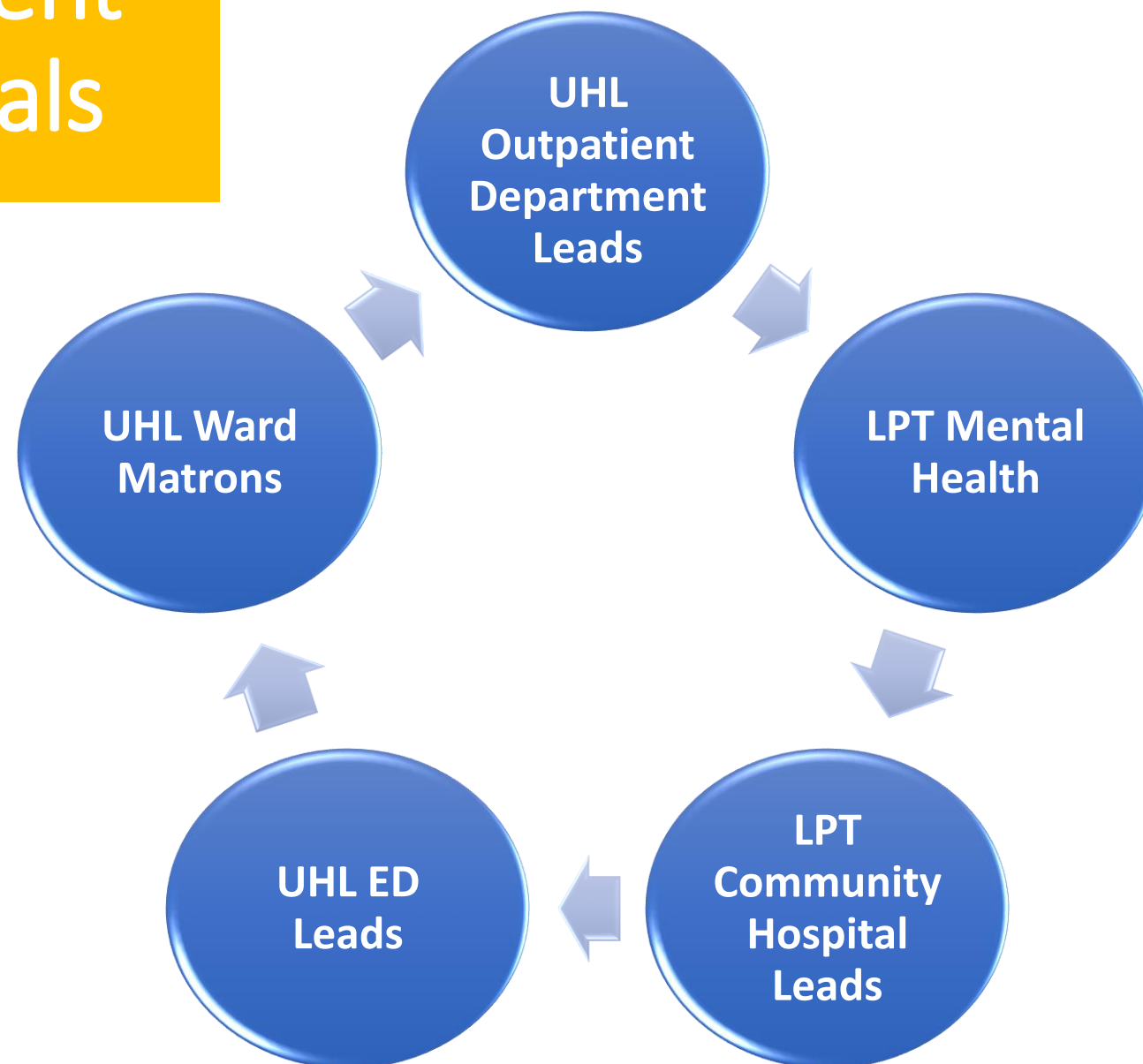




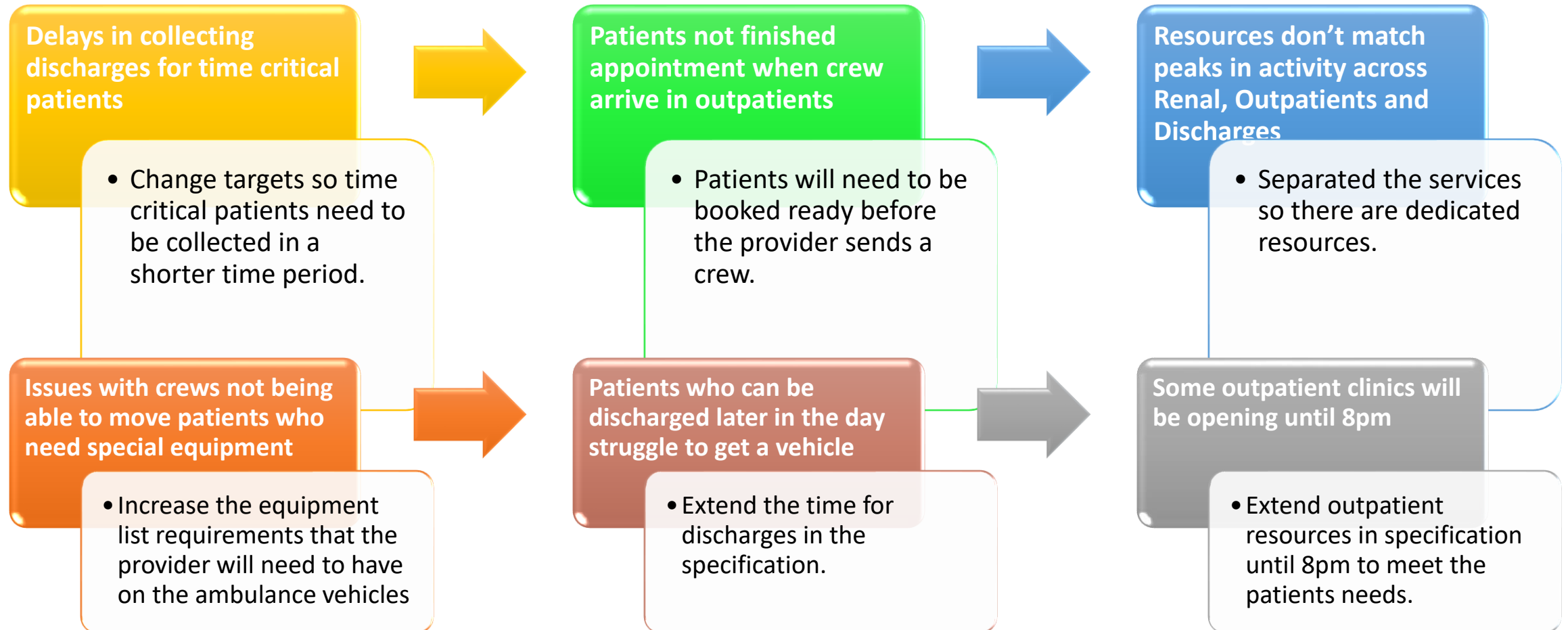
# Stakeholder Engagement Healthcare Professionals



Leicester City Clinical Commissioning Group  
West Leicestershire Clinical Commissioning Group  
East Leicestershire and Rutland Clinical Commissioning Group



# Feedback from Internal Stakeholder Engagement



# How the service will change



Leicester City Clinical Commissioning Group  
West Leicestershire Clinical Commissioning Group  
East Leicestershire and Rutland Clinical Commissioning Group

## The CURRENT service

### NEPTS Service

RENAL  
Dialysis

Out  
Patients

ED  
Transfers

RENAL Out  
Patients

Between  
Hospital  
Transfers

ED  
Discharges

Mental  
Health

Bariatric

End of Life

## The NEW services

Dedicated  
Renal  
Service

RENAL  
Dialysis

TRRIPS

ED  
Discharges

ED  
Transfers

Bariatric

End of life

NEPTS  
Service

Out  
Patients

RENAL Out  
Patients

Mental  
Health

Between  
Hospital  
Transfers

# Improvements for patients

Tailored specifications for the patient needs of each type of transport.

Estimated time of arrival by SMS  
Text or telephone call on the day.

Patients should be collected from appointments within 30 minutes.

Ongoing engagement via PPGs to promote continuous improvement.

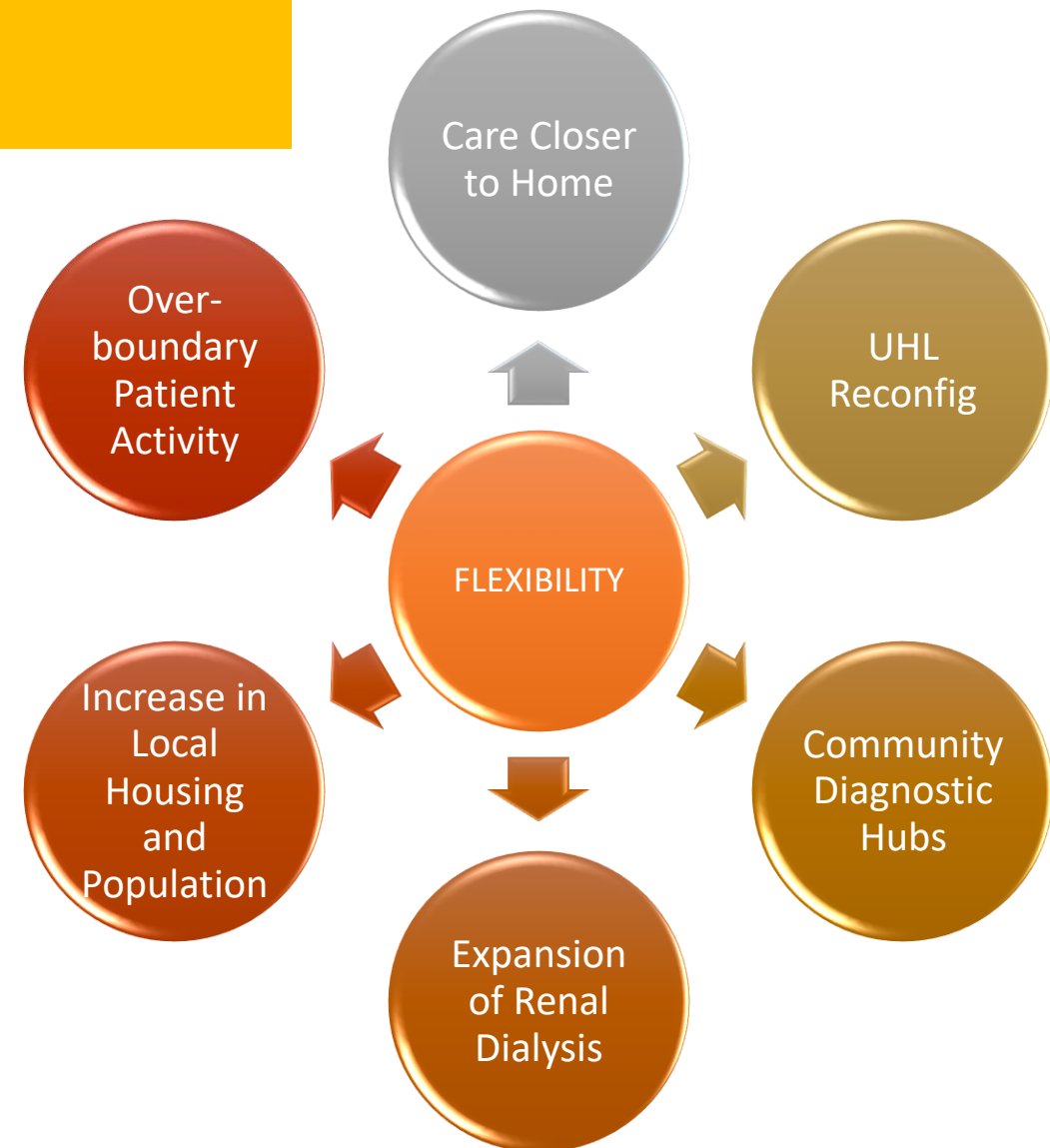
Increase in timeliness of service as vehicles will not be shared across all transport types.

Patients will no longer need to be ready 2 hours before.

Increased provision for Bariatric Patients with Wheelchair and Stretchers.

# Flexibility

- The specifications demands flexibility from providers to meet changes.
- The contract needs to be sustainable over 5 years as a minimum.
- Bidders will be required to evidence how they will achieve the required level of flexibility.





# Eligibility Criteria

- The Eligibility Assessment will remain unchanged.
- The period of time a patient is eligible will change in some circumstances to reflect patient improvement and changes in mobility requirement.
- The application of the assessment will be consistent and robust.
- Performance management of application will be required plus mystery shopper
- A clinical appeals process will be implemented

## Eligibility Review Periods

6 Monthly

8 Weeks

Renal Dialysis

Outpatient Appointment

Oncology Treatment

Hospital Discharge

Mental Health  
Treatment

Inpatient Admission

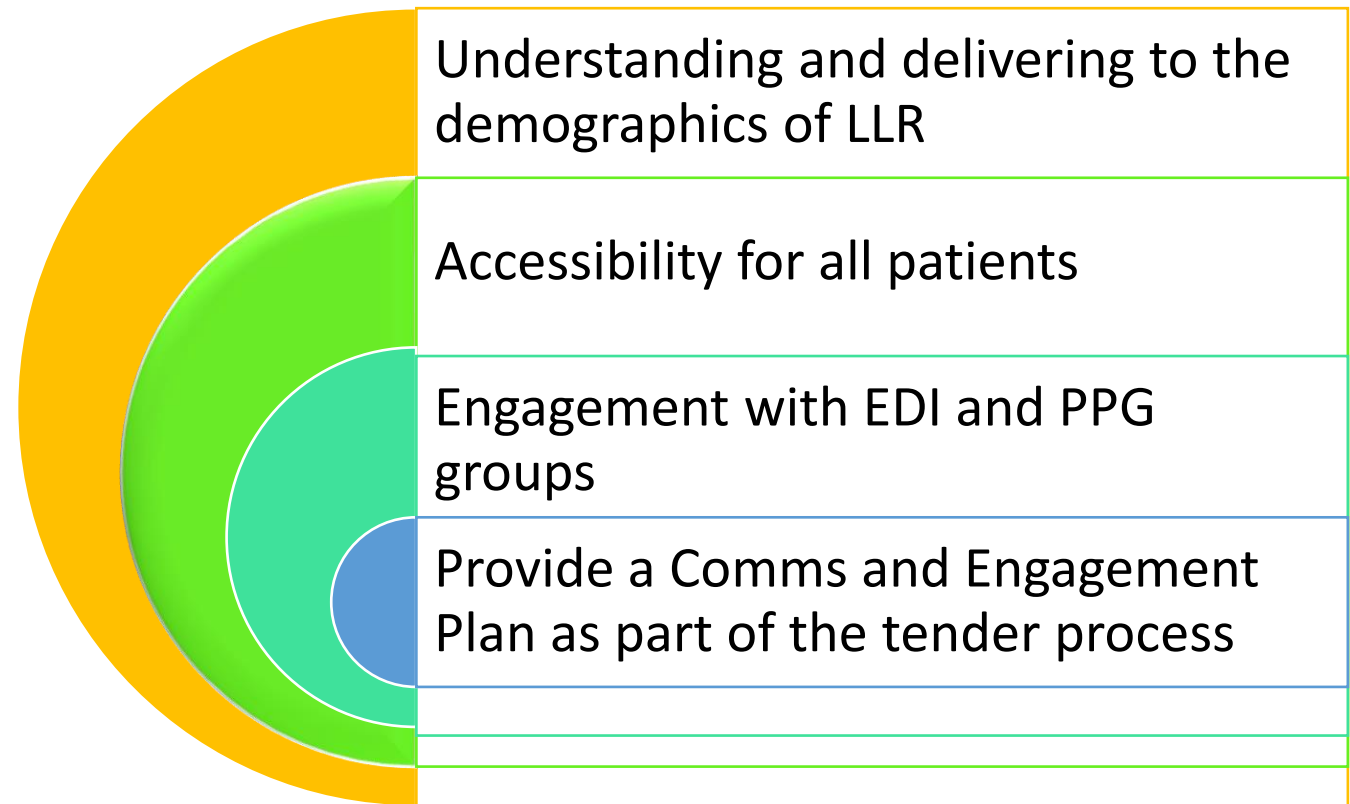
# Environmental Requirement

- The Service Specifications require providers to meet, as a minimum, the targets set out in the table.
- Moving towards Net Zero will support the control of cost for fuel which is currently an unknown.
- We require the drivers to complete an 'eco-driving training' to ensure that they take care not to idle, are aware of fuel consumption and providers make considerations for reducing journey lengths
- We will work with providers to meeting or exceed the NHS' net zero ambition by the end of 2030.

Date	Vehicle emissions targets
<b>April 2023</b>	50% of vehicles used to deliver the contract (excluding ambulances and voluntary driver vehicles) are of the latest emission standards, ultra-low emission vehicles (ULEV) or zero emission vehicles (ZEV)
<b>Jan 2026</b>	75% of vehicles used to deliver the contract are of the latest emission standards, ULEV or ZEV (excluding ambulances and voluntary driver vehicles).

# Equality Requirements

- The Specifications and Tender questions require the providers to demonstrate their understanding and management of:
  - Local Demographics
  - Protected Characteristic Groups
  - Rural and Urban differences
- Digital Innovation is encouraged to support accessibility for patients as appropriate
  - e.g. SMS Text ETA's for patient with hearing difficulties, whilst telephone call ETAs for patient with sight impairments.



# Equality Specification Requirements



Leicester City Clinical Commissioning Group  
West Leicestershire Clinical Commissioning Group  
East Leicestershire and Rutland Clinical Commissioning Group

The vehicles will have clear company signage inside and out. The vehicles will have clear signage that supports the visually impaired and patients will have access to a hearing loop if required.

Vehicles used for regular mental health patient transport will be discreet as to not highlight they are an ambulance.

The provider will ensure that there is equitable access to the service for these patients and provide them with a safe, dignified, and comfortable transport with appropriately trained staff to support them.

The provider will strong relationships with the Equality, Diversity, and Inclusions groups across LLR to ensure that they are reaching the protected characteristic groups and continuously improving accessibility to the service for these groups.”

Eligible Escorts able to travel to support patients e.g. interpreter, have severe communication difficulties or suffer from a physical or mental health problem which prevents them from travelling unaccompanied safely without a carer

The requirement to establish and maintain regular patient and stakeholder engagement is monitored through the lifetime of the contract through a quality reporting mechanism into the commissioners.

The service aims to provide equitable access to the whole population based on medical need, reducing any health inequalities.

# Process



Leicester City Clinical Commissioning Group  
West Leicestershire Clinical Commissioning Group  
East Leicestershire and Rutland Clinical Commissioning Group

## Ratification

- Governance and Approval
- Finalise ITT Documents

## ITT

- Publish
- Evaluate

## Approval

- System Exec Approval
- Outcome Letters

## Mobilisation

- Commence mobilisation of service