

Please ask for: Councillor Rory Palmer
Tel: 0116 4540002
Our ref: DrDB/RP/HJ
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Dr Dave Briggs
Managing Director
East Leicestershire & Rutland Clinical Commissioning Group
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De 5 Dave,

You will be aware that in response to the poor and unacceptable performance of Arriva Patient Transport Services in Leicester and Leicestershire I have proposed that unless there are clear improvements within the next three months the contract should be terminated (without any further financial claim to the NHS or public purse from the provider organisation).

Patients are frustrated and angry about the poor levels of service. There are also consequences from this poor service for the wider health and care system which not only presents unnecessary financial costs when budgets are already under sustained pressure but is a further annoyance for patients and their families and carers.

I would welcome your thoughts on how you intend to increase the intensity of performance monitoring of the contract you hold with Arriva Patient Transport Services and whether you have plans to end the contract early should the needed improvements to the service fail to emerge. I will be asking for a full briefing on this situation to be available for the next meeting of the Leicester City Health & Wellbeing Board but would appreciate your thoughts at this stage.

I look forward to hearing from you.

Yours sincerely,

Cllr Rory Palmer
Deputy City Mayor and Chair of Leicester Health and Wellbeing Board

OFFICE OF THE DEPUTY CITY MAYOR
Rory Palmer

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