

## **HEALTH AND WELLBEING SCRUTINY COMMISSION**

**21 April 2016**

### **Non-Emergency patient Transport Service (NEPTS)**

#### **Background**

1. The purpose of this report is to provide a summary update of the current Non-Emergency Transport service (NEPTS) for Leicester, Leicestershire and Rutland (LLR). This service is currently provided by Arriva Transport Services Ltd (Arriva) and currently managed by West Leicestershire Clinical Commissioning Group on behalf of both Leicester City CCG and East Leicestershire and Rutland CCG.
2. The current NEPTS contract is set up to deliver all aspects of the non-emergency Patient Transport Service (PTS) for LLR. Its aim is to safely, effectively and sustainably transport eligible patients between their nominated place of residence to, from and between NHS-funded healthcare facilities in a timely manner. This is to ensure that the patient is able to receive the health care for which they are booked.
3. Arriva is the current provider for the LLR patient transport service and has been the service provider for the last four years, having been selected following a competitive procurement exercise. However, as with many NEPTS providers nationally, our provider has found meeting agreed performance targets challenging over the period of their service provision.
4. As discussed at previous meetings of the Health Scrutiny Commission, some of these performance issues relate solely to the provider while in some areas it is a result of the NEPTS service becoming a 'pinch point' within the urgent care system, particularly in regards to timely discharges from an acute setting to either home or the community.
5. Throughout the lifetime of the contract the CCGs have worked extensively with the provider, involving various stakeholders, to try to improve provider performance and ensure that all agreed contractual performance targets are met. While this has seen some improvements, performance has not been sustained at levels expected by the CCGs.

#### **Commissioners Decision**

6. The original contract awarded to Arriva was for five years, commencing in 2012 and ending in June 2017. This contract also contained the ability to extend it for up to two additional years on a 1+1 basis.
7. Taking into consideration the learning of the last four years of delivering the contract, and the changes in the LLR health landscape over that period, the three CCGs have made a decision not to extend the current NEPTS contract with Arriva beyond June 2017.
8. As a result the CCGs will commence a managed re-procurement process immediately, with a new contract expected to start in July 2017.

9. It is anticipated that starting the re-procurement process now will provide the best possible opportunity to safely redesign the contract to ensure that it effectively reflects the needs of LLR health economy, and also allows for a safe mobilisation period.

### **Next Steps**

10. A multi professional Task and Finish Group has been set up to manage the procurement process and design a new service specification. This group involves representatives of all three CCGs along with a wide variety of stakeholders and patients. The views and experiences of patients who use the service will be critical in this development.
11. The CCGs are liaising with other commissioners nationally who have re-procured their NEPTS service to incorporate any lessons learnt in to the local redesign process. The CCGs will work with Arden & GEM Commissioning Support Unit's procurement team to develop a comprehensive procurement plan that satisfies relevant legislation.
12. The current provider has been made aware of our intent to re- procure the service. During the period of redesign and re-procurement we will continue to work closely with Arriva to ensure that a safe and effective NEPTS service is delivered, and that we continue to address areas where the quality of service or patient experience is less than satisfactory. A number of key actions have been identified for focus and delivery by Arriva during this period, and these will continue to be monitored by West Leicestershire CCG as the lead organisation for this contract.