

Welsh Ambulance Service NHS Trust

Non Emergency Patient Transport Service (NEPTS)

What is happening to the Non Emergency Patient Transport for renal patients?

Over recent years the service provided to patients by the Welsh Ambulance Service (WAST), especially for renal patients, has been less than ideal. Many improvements, such as the St Woolos trial have not been sustained and there has been a general view that WAST was not focussed enough on the service it provided to its non-emergency patients.

In 2013 Professor McClelland undertook a review of WAST and made a number of recommendations to the Welsh Government around how she thought the service could be improved. One of these recommendations was that the Health Boards (not WAST) could provide non emergency transport for patients within Wales.

A group was set up by the Welsh Government, including the Health Boards, the Welsh Renal Clinical Network, Community Transport, WAST, Local Authorities etc to look at the recommendation and identify any further options.

In October last year a business case was presented to the Minister for Health recommending an alternative way forward. The Minister accepted these recommendations in January of this year.

This alternative way forward is really good news for renal (and oncology) patients. The group felt that renal and oncology patients needed a more prompt, reliable and responsive service. Rather than the service being the same for all patients eligible for transport everyone felt that an 'Enhanced Service' should be set up.

There are also a lot of other recommendations that are being introduced to improve the service but the priority has been to start with the 'Enhanced Service'.

So what will change?

Although the Enhanced Service won't formally start until the end of September they have started and already improvements have been made.

Priority will be given to renal and oncology patients and wherever possible the journeys will be made in dedicated and appropriate vehicles. The standard will be for patients to arrive 30 minutes before their appointment, have no repeated reduced treatments and be picked up within 30 minutes of being ready for return home.

In addition to the enhanced service there are more general improvements too, some of these are:

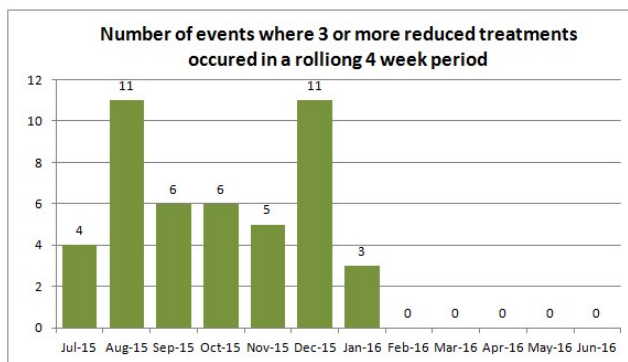
- **Introduce a dedicated Non Emergency Patient Transport Service (NEPTS) management team within WAST** – *Introducing the people and skills we require to deliver the new service.*
- **Introduction of a single national telephone number for NEPTS in Wales** – *Making it easier for patients and health care professionals to contact us to make bookings, cancellations or general enquiries.*

- **Improved discharge and transfer services for all scheduled care** – *Ensuring we have the frontline staff and vehicles required to accept all bookings and deliver a prompt service helping to improve patient experience and flow.*
- **Extend current hours of service** – Providing a longer service day helping to handle earlier/late appointments.
- **Engage a range of 3rd party transport providers to help support the delivery of NEPTS** – *Helping our new transport service to become more efficient and effective.*
- **Introduce a new NEPTS brand** – *Develop the PCS into a new easily recognisable transport business for Wales, initially known as NEPTS.*
- **Explore how health and social care might work together** – *Development of new transport strategies and solutions that helps health and social transport to come together and work as one.*
- **A single commissioner of NEPTS on behalf of the Welsh NHS.** This will reduce variation and hold WAST to account for delivering a high quality service

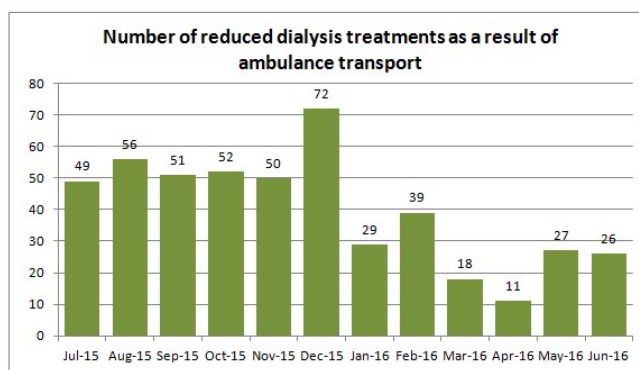
Any progress to date?

As mentioned above there have been significant improvements already, even before the September implementation.

For example as you can see in the chart below we have now stopped patients having three or more reduced treatments within a four week period. This was a priority due to the clinical risk this creates. I am proud that we have not had any since February 2016.



In addition the total number of reduced treatments has also reduced significantly although we still have work to do, especially at the Maelor Unit in Wrexham and the Cardiff North unit.



We have also set up a Enhanced Service Reference Group (known as the ESRG) that meets monthly. This group is made up of patients/patients representatives and is chaired by the Chief Officer of the Cardiff & Vale Community Health Council. This group is monitoring the progress of the implementation of the Enhanced Service and offers advice and support to WAST in the improvement process.

The colour coded chart below shows visibly the change from red to green. Our aim is to get all the areas to green.

	Apr-15 Total	May-15 Total	Jun-15 Total	Jul-15 Total	Aug-15 Total	Sep-15 Total	Oct-15 Total	Nov-15 Total	Dec-15 Total	Jan-16 Total	Feb-16 Total	Mar-16 Total	Apr-16 Total	May-16 Total
Renal	63.3%	65.0%	65.6%	65.0%	62.6%	67.4%	67.2%	68.2%	63.8%	63.4%	65.6%	69.8%	71.3%	73.6%
Aberystwyth Renal Unit	85.6%	68.4%	87.3%	71.1%	75.9%	81.2%	79.4%	79.4%	67.1%	69.1%	71.3%	69.4%	83.1%	78.8%
Cardiff North Dialysis Unit	56.3%	29.2%	36.9%	61.0%	49.3%	56.0%	60.3%	59.6%	66.8%	62.1%	65.1%	65.3%	62.7%	65.4%
Cardiff Royal Infirmary Dialysis	61.6%	67.3%	63.0%	69.0%	62.3%	68.7%	72.3%	68.1%	71.5%	67.6%	76.3%	82.8%	81.5%	84.5%
Glan Clwyd Hosp Bodelwyddan	65.4%	64.0%	72.5%	74.0%	70.2%	73.8%	75.5%	75.0%	68.5%	74.9%	74.7%	74.5%	83.9%	84.2%
Llantrisant Dialysis Centre	78.8%	72.9%	72.8%	72.4%	67.5%	71.1%	72.6%	74.1%	72.3%	63.0%	65.3%	66.5%	64.0%	80.8%
Maelor General Hosp Wrexham	51.1%	54.0%	61.8%	58.9%	58.2%	64.3%	61.8%	63.5%	55.1%	53.6%	53.3%	66.4%	66.1%	58.8%
Merthyr Renal Unit	59.1%	54.0%	39.3%	50.2%	56.3%	55.3%	61.8%	59.5%	52.3%	42.8%	45.3%	49.3%	56.1%	71.1%
Morriston Hospital Swansea	68.5%	80.3%	78.0%	80.3%	71.5%	76.1%	67.9%	75.1%	70.7%	68.3%	69.7%	69.0%	65.2%	69.4%
Royal Shrewsbury Hospital	86.9%	100.0%	97.9%	100.0%	90.4%	95.2%	66.5%	77.3%	67.8%	100.0%	100.0%	100.0%	100.0%	90.4%
St Woolos Dialysis	74.3%	74.2%	78.6%	72.8%	67.4%	77.8%	67.6%	72.9%	61.6%	61.6%	65.5%	81.3%	82.6%	77.5%
University Hospital Of Wales	57.5%	62.3%	52.5%	58.2%	51.1%	55.3%	55.5%	63.6%	50.6%	60.8%	60.3%	61.9%	66.6%	67.9%
Victoria Memorial Hospital	54.2%	44.6%	50.2%	62.6%	68.7%	56.5%	61.8%	58.3%	59.1%	75.8%	84.8%	78.6%	82.0%	84.8%
West Wales General Hospital	64.1%	70.7%	66.3%	60.8%	60.3%	60.7%	62.6%	66.1%	69.2%	60.8%	70.9%	69.8%	69.0%	71.8%
Withybush Hosp Haverfordwest	57.8%	62.2%	65.6%	62.1%	60.3%	64.4%	76.4%	65.4%	66.3%	56.5%	66.6%	72.5%	83.0%	76.5%
Ysbyty Alltwen	100.0%	94.2%	96.9%	100.0%	67.8%	100.0%	100.0%	99.7%	57.1%	90.4%	84.8%	87.9%	100.0%	96.9%
Ysbyty Gwynedd Hosp Bangor	43.5%	65.0%	61.0%	73.1%	78.9%	73.4%	79.9%	72.5%	62.7%	73.1%	80.5%	80.0%	74.9%	82.8%
Grand Total	58.7%	60.6%	60.1%	60.2%	59.9%	62.8%	62.4%	62.9%	60.1%	60.1%	61.1%	68.1%	68.8%	70.7%

Who is involved in these changes?

We are trying to get as many people involved in the changes as we can but we have also put in place dedicated managers for developing the NEPTS in Wales. These roles focus just on NEPTS and not the Emergency Service. The key names within WAST are Nick Smith (Deputy Director responsible for NEPTS), Mark Harris (General Manager - South East), Joanne Rees-Thomas (General Manager - Central & West) and Karl Hughes (General Manger – North).

If you have any questions please do not hesitate to contact me directly at nick.smith3@wales.nhs.uk.



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