



North West Ambulance Service



NHS Trust

Delivering the right care, at the right time, in the right place

Patient Transport Services

for

Greater Manchester

from

1st July 2016

Aims

- q PTS in Greater Manchester - what we are contracted to deliver
- q How it will work
 - § Our operating model
 - § Booking transport
 - § Managing the patient journey
- q Working together
 - § Engagement and information
 - § If things go wrong
- q Provide opportunities for question



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The Contract

- q Greater Manchester CCG registered patients only
- q To/from any NHS treatment centre for NHS funded treatment
- q Five year contract
- q Revised and simplified KPIs
- q Three service specifications
 - § Enhanced Priority Service - renal dialysis and oncology
 - § Planned - advanced bookings & appointments
 - § Unplanned - 'on the day'
- q Future proofed - 7 day operating and service reconfiguration

Enhanced Priority Service - renal dialysis & oncology

Provision	Description
Operating Hours	<p>Between 6:30am and 1am the next day Monday to Saturday (including Bank Holidays). These hours represent the earliest drop off time and latest collection time. Include Sundays at Christmas and New Year.</p> <p>Cut off time is 3pm the day prior to travel. Bookings made after this time will be counted as Short Notice bookings subject to the booking request being made no less than 90 minutes prior to the requested collection time.</p>
Call Answering	75% of calls to be answered within 20 seconds
Travel Time	85% of patients to travel on the vehicle for no longer than 60 minutes
Arrival	90% of patients to arrive within 45 minutes prior to their scheduled appointment time
Collection	<p>85% of patients to be collected within 60 minutes of scheduled collection time or Patient Readiness Notification</p> <p>90% of patients to be collected within 90 minutes of scheduled collection time or Patient Readiness Notification</p> <p>Patient Readiness Notification - 90 minutes notice of collection must be given to the Provider</p>

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Planned Service - advanced bookings & appointments

Provision	Description
Operating Hours	<p>Between 8am and 6pm Monday to Friday (excluding Bank Holidays)</p> <p>The booking cut off time for planned activity is 3pm on the day prior to travel.</p> <p>Bookings received after this time will count as unplanned activity and be moved according to the requirements set out in the specification relating to Unplanned Activity.</p>
Call Answering	75% of calls to be answered within 20 seconds
Travel Time	80% of patients to travel on the vehicle for no longer than 60 minutes
Arrival	90% of patients to arrive within 60 minutes prior to their appointment time and no later than their appointment time
Collection	<p>80% of patients to be collected within 60 minutes of scheduled collection time or Patient Readiness Notification</p> <p>90% of patients to be collected within 90 minutes of scheduled collection time or Patient Readiness Notification</p> <p>Patient Readiness Notification - 90 minutes notice of collection must be given to the Provider</p>

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Unplanned Service – ‘on the day’

Provision	Description
Operating Hours	<p>The earliest drop off time and the latest collection times are between:</p> <ul style="list-style-type: none"> • 8am and 11pm Monday to Friday • 8am to 6pm Saturday & Sunday; • 8am to 11pm Bank Holidays <p>The booking cut off time for unplanned activity is:</p> <p>4 Hours prior to the end of service hours for transport journeys the same day (outpatient activity) and 1 Hour prior to the end of service hours for discharge and transfer activity</p>
Call Answering	75% of calls to be answered within 20 seconds
Travel Time	80% of patients to travel on the vehicle for no longer than 60 minutes
Arrival	No arrival standard – contract provides for 4 hour notice period for on the day outpatient bookings
Collection	<p>Less than 60 minutes wait - 80% of journeys where the patient is picked up no later than 60 minutes after booked collection time</p> <p>On the day pick up within 90 minutes - 90% of on the day bookings where the patient is picked up within 90 minutes of the booking's acceptance</p>

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How will it work?

Our operating model



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Access – Contact Centre

q Telephone

- § Booking Centre for GPs and patients making 1st appointments
- § NNAS 0800 numbers for Acute Trusts making follow up appointments and enquiries
- § Non Contracted Activity (NCA)

q Online

- § Integrated eligibility
- § Book, cancel & amend journeys
- § Check journey status
- § Book ready
- § Available 24/7/365

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Booking Centre numbers for GPs and patients - 1st appointments

Bolton

Tel: **01204 462 882**

Hours: Mon – Fri 8.30am – 6.30pm

Heywood, Middleton and Rochdale

Tel: **0161 716 5900**

Hours: Mon – Fri 8:00am – 6:00pm

Tameside and Glossop

Tel: **0161 335 2700**

Hours: Mon – Fri 8:00am – 4:00pm

Wigan

Tel: **01942 482 990**

Hours: Mon – Fri 8:00am – 6:00pm

Stockport and Salford

Tel: **0161 947 0770 or 0800 092 4020**

Hours: Mon – Fri 8:00am – 6:00pm

Bury

Tel: **0161 762 3155 option 1**

Hours: Mon – Thurs 8:30am – 5:00pm
Fri 8:30am – 4:45pm

Oldham

Tel: **0161 627 7494**

Hours: Mon – Fri 8:30am – 6:00pm

Trafford

Tel: **0161 976 2555 option 1 then option 3**

Hours: Mon – Fri 8:00am – 5:00pm

Central South and North Manchester

Tel: **0161 947 0770 or 0800 092 4020**

Hours: Mon – Fri 8:00am – 6:00pm

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Booking numbers for Acute Trusts - follow up appointments and enquiries

q Enhanced Priority Service

0800 0289 224

q Planned and Unplanned Services

0800 0323 240

Ineligible Patients

Signpost

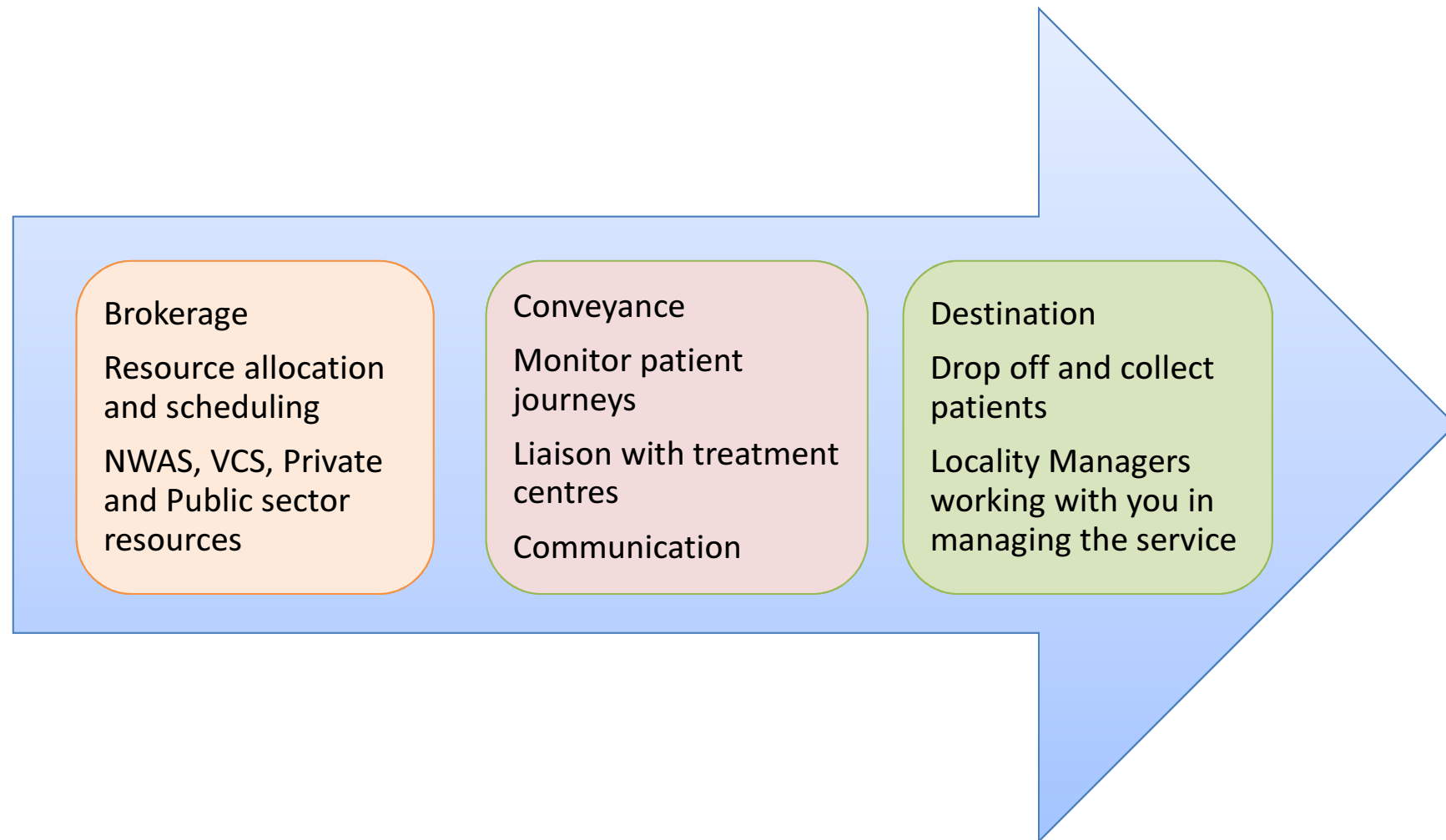
- Transfer to Information Line
- Alternative Providers
- CCG numbers outside of the NW

Need further advice

- Escalate to Contact Centre Manager
- Consider contacting GP and/or treatment centre
- Patient Experience Team

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Managing the patient journey



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Non-GM Patient Journeys

Cumbria, Lancashire
and Merseyside
patients - NWAS is your
PTS provider

Cheshire, Warrington
and Wirral patients -
WMAS is your PTS
provider

Patients registered outside of the
North West - the CCG with which
the patient is registered is
responsible for the patient's PTS



Effective liaison with other providers - seamless patient journey

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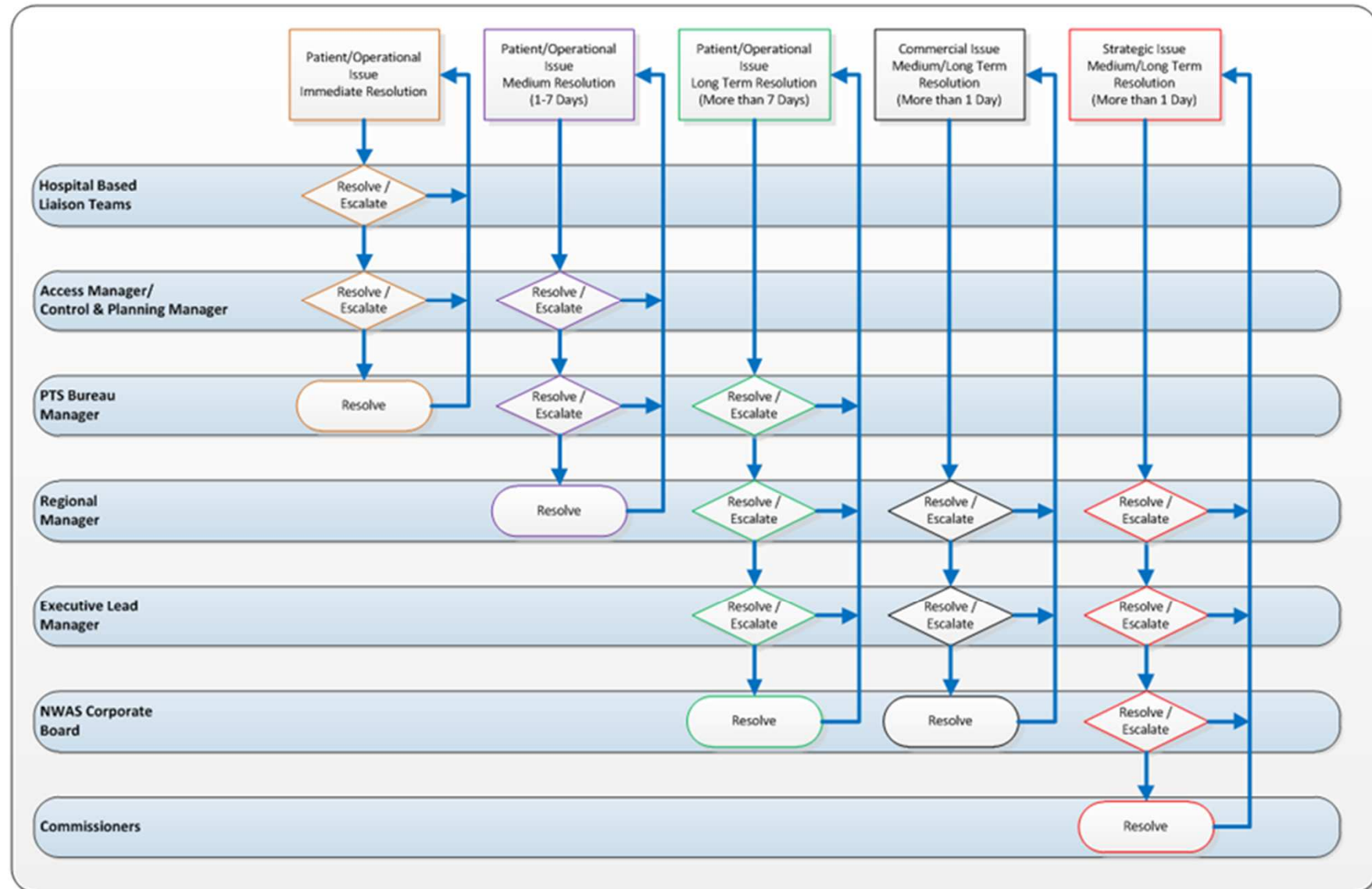
Engagement

- § GM event (17 May 2016)
- § Stakeholder letters and briefings
- § Established Tripartite and Acute Trust meetings
- § Engagement with local Healthwatch
- § Patient and community engagement activities
- § Revised patient information leaflet and web content
- § New Patient Charter

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If things go wrong!





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Questions?