



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

## PATIENT TRANSPORT SERVICE IN GREATER MANCHESTER

From 1 July 2016 the North West Ambulance Service NHS Trust (Nwas) will be managing the Patient Transport Service across Greater Manchester, taking over the contract from current service providers, Arriva Transport Solutions Ltd. (Arriva).

We understand that healthcare professionals and patients who use the service may be concerned about what these changes will entail and how they will be affected. Outlined in this guide is all the relevant information about the service we provide and how to book. It also includes key contacts and information on how to raise concerns. **This document supersedes all previous communication from Nwas or Arriva.**

### Contents

WHO WE ARE.....2

THE CONTRACT .....2

    Enhanced Priority Service –renal dialysis and cancer.....2/3

    Planned Service - advanced bookings & appointments .....3

    Unplanned Service – ‘on the day’ .....4

    Our Operating Model.....5

    Patients outside Greater Manchester .....5

BOOKING GUIDE FOR HEALTHCARE PROFESSIONALS .....6/7

FREQUENTLY ASKED QUESTIONS .....8/9



## WHO WE ARE

North West Ambulance Service undertakes approximately 1.2 million non-emergency journeys every year. We provide Patient Transport Services in Greater Manchester, Merseyside, Lancashire and Cumbria and we have four Contact and Control centres in Preston, Carlisle, Oldham and Chester.

We employ approximately 800 Staff, 150 call takers, controllers and planners, have around 320 Volunteer car drivers and operate over 320 vehicles.

To support our delivery of PTS, we also operate a third party framework which utilises private ambulances and taxis companies who have to comply with our strict operating guidelines and governance to ensure the safe transportation of all out patients at all times.

## THE CONTRACT

The new contract for Greater Manchester will come into force on 1 July 2016 and will run for five years. It will cover Greater Manchester CCG registered patients only and will provide eligible patients with transport to and from any NHS treatment centre for NHS funded treatment.

Under the contract, we will deliver three service specifications:

- Enhanced Priority Service - renal dialysis and cancer
- Planned - advanced bookings and appointments
- Unplanned - 'on the day'

The key performance indicators (KPIs) have been revised and simplified to future proof the service with seven day operating and service reconfiguration.

### Enhanced Priority Service - renal dialysis & cancer

Provision	Description
<b>Operating Hours</b>	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. Cut off time for booking is 3pm the day prior to travel. Bookings made after this time will be counted as Short Notice bookings. This is subject to the booking request being made no less than 90 minutes prior to the requested collection time.
<b>Call Answering</b>	75% of calls to be answered within 20 seconds

<b>Travel Time</b>	85% of patients to travel on the vehicle for no longer than 60 minutes
<b>Arrival</b>	90% of patients to arrive within 45 minutes prior to their scheduled appointment time
<b>Collection</b>	85% of patients to be collected within 60 minutes of scheduled collection time or Patient Readiness Notification 90% of patients to be collected within 90 minutes of scheduled collection time or Patient Readiness Notification Patient Readiness Notification - 90 minutes notice of collection must be given to NWAS

### Planned Service - advance bookings & appointments

<b>Provision</b>	<b>Description</b>
<b>Operating Hours</b>	Between 8am and 6pm Monday to Friday (excluding Bank Holidays)  The booking cut off time for planned activity is 3pm on the day prior to travel.  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.
<b>Call Answering</b>	75% of calls to be answered within 20 seconds
<b>Travel Time</b>	80% of patients to travel on the vehicle for no longer than 60 minutes
<b>Arrival</b>	90% of patients to arrive within 60 minutes prior to their appointment time and no later than their appointment time
<b>Collection</b>	80% of patients to be collected within 60 minutes of scheduled collection time or Patient Readiness Notification  90% of patients to be collected within 90 minutes of scheduled collection time or Patient Readiness Notification  Patient Readiness Notification - 90 minutes notice of collection must be given to NWAS

## Unplanned Service – ‘on the day’

Provision	Description
<b>Operating Hours</b>	<p>The earliest drop off time and the latest collection times are between:</p> <ul style="list-style-type: none"> <li>• 8am and 11pm Monday to Friday</li> <li>• 8am to 6pm Saturday &amp; Sunday;</li> <li>• 8am to 11pm Bank Holidays</li> </ul> <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>
<b>Call Answering</b>	75% of calls to be answered within 20 seconds
<b>Travel Time</b>	80% of patients to travel on the vehicle for no longer than 60 minutes
<b>Arrival</b>	No arrival standard – contract provides for 4 hour notice period for on the day outpatient bookings
<b>Collection</b>	<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>

## Our Operating Model



## Patients outside Greater Manchester

North West Ambulance Service is the PTS provider for:

- Cumbria
- Lancashire
- Merseyside

West Midlands Ambulance Service (WMAS) is the PTS provider for Cheshire, Warrington & Wirral. WMAS PTS Control contact number is **0345 425 0051**.

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

We work closely with other providers to ensure a seamless patient journey.

## BOOKING GUIDE FOR HEALTH CARE PROFESSIONALS

Dedicated Greater Manchester Booking Centres for **1st appointments only**:

<b>Bolton</b> Tel: 01204 462 882 Hours: Mon – Fri 8.30am – 6.30pm	<b>Bury</b> Tel: 0161 762 3155 option 1 Hours: Mon – Thurs 8:30am – 5:00pm Fri 8:30am – 4:45pm	<b>Manchester Integrated Care Gateway Call Centre (Central, South, North Manchester patients)</b> Tel: 0800 092 4020 Tel: 0161 947 0770 Hours: Mon – Fri 8:00am – 6:00pm
<b>Heywood, Middleton and Rochdale</b> Tel: 0161 716 5888 Hours: Mon – Fri 8:00am – 6:00pm	<b>Oldham</b> Tel: 0161 627 7494 Hours: Mon – Fri 8:30am – 5:00pm	<b>Salford &amp; Stockport</b> Tel: 0800 092 4020 Tel: 0161 947 0770 Hours: Mon – Fri 8:00am – 6:00pm
<b>Tameside and Glossop</b> Tel: 0161 335 2700 Hours: Mon – Fri 8:00am – 4:00pm	<b>Trafford</b> Tel: 0161 976 2555 option 1 then option 3 Mon - Sat 8:00am – 8:00pm Sundays- 8:00am -7:00pm	<b>Wigan</b> Tel: 01942 482 990 Hours: Mon – Fri 8:00am – 6:00pm

If the patient requires transport for any subsequent follow up appointments, it is normally the hospital clinic that will arrange this. There are some Acute Trusts that have service level agreements with booking centres so that this can be done on behalf of the hospitals and clinics.

Only patients who have a **medical need for transport** and meet the **eligibility criteria** will be able to access the service. For example patients whose mobility or expected side effects from treatment mean they are unable to attend their hospital appointment. Exemptions apply for some medical conditions.

### Before booking please:

- Avoid raising the patient's expectations – not everyone is eligible for PTS
- Determine whether the patient has a medical or clinical need for transport
- Prior to making a booking, make sure you have the patient's details to hand
- Consider if the patient can use alternative transport i.e. family member or taxi
- Consider if the patient needs patient transport both to and from their appointment or if they can access an alternative for one part of the journey
- Inform the patient when the transport has been booked and the estimated waiting times

## **To make the booking, you will need the following information:**

- Patient's full name, home address, date of birth and contact phone number
- NHS number
- GP practice details
- A knowledge of the patient's level of mobility
- Date and time of the appointment
- Hospital and clinic the patient is attending
- Type of appointment, e.g. outpatient
- If an escort is required\*
- Any specific needs (e.g. language barrier, hard of hearing, infectious disease, mental illness, walking frame)

\*Only available if there is a specific medical need

## **ONLINE BOOKINGS**

We operate a regional booking system for our Patient Transport function. The system allows us to deliver a more standardised and efficient service to our users and patients. Our centralised web booking system is available 24/7 and is a preferred method of booking for Healthcare Professionals.

The system provides a number of benefits to users. Not only can it be used to create a booking for a patient but also to enquire upon existing bookings, book patients 'ready' or cancel a booking if necessary.

If you do not have access to an on-line booking system but wish to make an enquiry about setting up this facility, please contact us on: [Pts.onlinereferrals@nwas.nhs.uk](mailto:Pts.onlinereferrals@nwas.nhs.uk)

We can set you up in a matter of minutes with full training.

### **Unplanned Journeys (On the day)**

The booking cut off time for unplanned activity is 4 hours prior to the end of service hours for transport journeys the same day, with the exception of discharges and transfers where the booking cut off time is 1 hour prior to the end of service hours.

Bookings can be requested up to 90 minutes prior to the collection / ready time and we will then have a further 60 minutes to collect the patient.

### **Planned Journeys (Advance requests)**

The booking cut off time for planned activity is 3pm on the day prior to travel for Greater Manchester patients. Bookings received after this time will be counted as unplanned activity.

### **Enhanced Priority Journeys**

The booking cut off time for EPS journeys is 3pm on the day prior to travel. Bookings received after this time will be counted as unplanned activity

### **Booking Cap**

An Unplanned journey booking cap will be applied based on a percentage of overall patient movements however this is not applicable to enhanced priority patients.

## **FREQUENTLY ASKED QUESTIONS**

### **Where do I call to make a general enquiry?**

You can call the booking line numbers in your local area to make a general enquiry. Alternatively, you can email [pts@nwas.nhs.uk](mailto:pts@nwas.nhs.uk)

### **Who can travel with the patient?**

If the patient needs to be accompanied on their journey due to a specific need which cannot be provided by NWAS, for example if the patient has physical or mental incapacity, needs a translator or the patient is under the age of 16, this must be requested at the point of booking.

### **If the patient has an appointment out of the area, who takes the booking?**

If the patient is registered with a GP within a Clinical Commissioning Group in Greater Manchester, Lancashire, Merseyside or Cumbria, but has an appointment at an NHS hospital or clinic outside of these counties, NWAS PTS will undertake the journey and the booking should be made as per above.

### **Are bookings made using the 24/7 online system before 3pm on a weekend for Monday travel classed as Planned journeys?**

The Planned service operates Monday to Friday and the cut off period for planned journeys is 3pm the day before the day of travel. In this case the travel would be classed as Unplanned as a booking would have to be made before 3pm on the Friday for Monday travel. If a booking is made on a weekend for the following Monday, this will be classed as an unplanned booking.

### **If things go wrong.**

If you have any concerns about transport arrangements please contact the relevant booking centre. If your concern has not been resolved by the booking centre, you should escalate your concern following the process below:



ESCALATION PROCEDURE			
Monday to Friday 9am – 5pm			
First Contact	Rochdale, Fairfield, Oldham & North Manchester	Tameside, Stepping Hill, Manchester Royal Infirmary, Wythenshawe, Withington & The Christie	Salford Royal, Trafford, Bolton & Wigan
	Locality Managers		
	Martin Chappell 07776 393424	Geoff Downs 07776 335503	Frank Nightingale 07776 350961
Second Contact	Control/Planning Managers		Head of Control
	Jane McGarey – 07786 961006		Craig Gough – 07825 197687
Third Contact	Head of Relationships		
	Jill Cheetham – 07776 356945		
<p style="text-align: center;"><b>Out of Hours Contact:</b>  <b>In the first instance please call 0800 0323 240</b></p> <p style="text-align: center;">EPS (Renal) - Monday to Saturday 6pm – 1am 0800 0289 224</p> <p style="text-align: center;">Unplanned – Monday to Friday 6pm – 11pm, Saturday and Sunday 8am to 6pm  and Bank Holidays 8am to 11pm - 0800 0323 240</p> <p style="text-align: center;"><b>The 0800 numbers are available to HCP's only Out of Hours for the purpose of escalating operational issues</b></p>			

If you would like to share any compliments, comments or suggestions about the service we are providing, or you wish to make a complaint, you can contact us by telephoning our Patient Experience Team on 0345 112 6500, emailing [patient.experience@nwas.nhs.uk](mailto:patient.experience@nwas.nhs.uk) or write to us: Patient Experience Team, North West Ambulance Service NHS Trust, 449-451 Garstang Road, Broughton, Preston, PR3 5LN. Alternatively contact us via our website: [www.nwas.nhs.uk/talking-to-us](http://www.nwas.nhs.uk/talking-to-us)