

06 November 2019 at 9.00 am

Conference Room, Argyle Road, Sevenoaks



Health Liaison Board

At the above stated meeting the attached documents were tabled for the following item

	Pages
4. Update From West Kent Clinical Commissioning Group	(Pages 1 - 8)

If you wish to obtain further factual information on any of the agenda items listed above, please contact the named officer prior to the day of the meeting.

Should you need this agenda or any of the reports in a different format, or have any other queries concerning this agenda or the meeting please contact Democratic Services on 01732 227000 or democratic.services@sevenoaks.gov.uk.

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The non-emergency patient transport service (PTS) has been provided by G4S across Kent and Medway CCGs since July 2016. Patient can access Patient Transport via our call centre on 0800 096 0211. The service includes non-emergency transport for patients meeting the eligibility criteria and who are the responsibility of the Kent, Medway, Bexley and Bromley commissioners bound under this contract.

Patients may be taken between their normal place of residence and any destination providing NHS funded healthcare care services with the exception of those detailed within the exclusions in the service specification.

I have attached a copy of our eligibility for your understanding.

Hospitals are also able to make bookings directly via <https://clericeast.g4spts.com/v3/frmLogin.aspx>

Patients being booked via the hospital will also assessed within the eligibility process.

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Appendix A- Eligibility Criteria

The service includes non-emergency transport for patients meeting the eligibility criteria and who are the responsibility of the Kent, Medway, Bexley and Bromley commissioners bound under this contract.

Patients may be taken between their normal place of residence and any destination providing NHS funded healthcare care services with the exception of those detailed within the exclusions in the service specification.

The service also includes inter-hospital transfers, on-site transfers and discharges of non-eligible patients where this is agreed in the baseline activity for the Kent and Medway care providers and where the activity is recorded and reported as such. The baseline activity for such non-eligible patients is outlined in this Specification with any changes in the baseline to be agreed in the future.

The criteria below are to be used to determine the eligibility of patients for patient transport services funded by this contract. They are based on the South East Coast eligibility criteria, but have been modified to simplify their application by lay call handlers, supported by duty clinicians. They have also been subject to consultation with a range of stakeholders including patient representatives and modified as appropriate. The Transport Provider will be required to adhere to them and to adopt any changes which may be agreed by Commissioners over the course of the contract.

Patients who score five or more points are deemed eligible for patient transport services. Where patients do not meet this standard, the Patient Transport Provider will be expected to offer advice on alternative transport options. In such cases, the Provider will also be required to advise the patient on whether they may be eligible for reimbursement of their travel costs and how to make a claim.

THE CRITERIA	Only one score from each category	Booking requirements	Points
Treatments which confer automatic eligibility	<ul style="list-style-type: none"> Patients with renal failure travelling to dialysis units for renal haemodialysis sessions two or more times per week (for the duration of treatment). 		5 points
	<ul style="list-style-type: none"> Patients travelling for radiotherapy / chemotherapy sessions two or more times per week (for the duration of treatment). 		5 points
Mobility	Walking limited to <200 but more than 50 metres		2 points
	Needs stick or frame		2 points
	Walking limited to <50 metres		3 points

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	Wheelchair user (own or ambulance wheelchair)		3 points
	Stretcher		5 points
			Mobility score <input type="checkbox"/>
Senses and speech	Profoundly deaf		1 point
	Registered blind		2 points
	Speech (not language) difficulties – unable to travel alone		2 points
			Senses score <input type="checkbox"/>
Mental health and learning difficulties	Has diagnosis of dementia		3 points
	Patient is a vulnerable adult	Booking must be made by treatment provider	5 points
	Patient lacks capacity	Booking must be made by treatment provider/carer	3 points
	Community patient, as part of care plan	Booking must be made by treatment provider	5 points
	Inpatient escorted by at least one member of staff	Booking must be made by treatment provider	5 points
			MH & LD score <input type="checkbox"/>

Medical/General	Leg in full length POP		3 points
Health	Recent operation (within six weeks)		2 points
	Medical procedure requiring supervision (e.g., IV infusion, oxygen therapy, chest drain or morphine pump)	May require escalation to host clinician to provide escort	5 points
	Acute ill health	Escalate to host clinician	5 points
	Unable to use public transport	Escalate to host clinician	5 points
		1. Medical condition that would compromise dignity or cause public concern	

<ol style="list-style-type: none"> 2. Severe communication difficulties which routinely prevent them using public transport 	Escalate to clinician
Independent travel poses clinical risk	
<ol style="list-style-type: none"> 1. Low immunity 2. Reasonable possibility of an event occurring during transport that requires skilled assistance 	
	Med/Gen score <input type="checkbox"/>
Total Patient Transport Eligibility Score <input type="checkbox"/>	

Eligible for Patient Transport? (5 points or more) Yes No

Questions to assess eligibility for patient transport must be asked in plain English, with real life examples if required. People with mobility and/or cognitive impairment issues may play down their needs - so if asked: "Can you walk 50 metres?" may well say yes as they are not sure what 50 metres actually is or don't want to appear frail, meaning they can be screened out inappropriately. A well placed example such as: "Think about a local landmark very near your home, this might be your front or back garden or a lamp post outside your house. How long does it take you to walk there on your own and would you have to stop for a short rest at all on the way?" may help avoid this.

Once identified, patients with significant long term conditions who are permanently eligible for transport do not need to be taken through the eligibility criteria for each requested booking (see Appendix C). The transport provider will use clinical discretion for identifying these patients and will identify these patients to commissioners if requested.

The transport provider is responsible for applying the eligibility criteria for each patient activity. As the table above makes clear, this will require the provider to have facilities for escalation to a clinician when the judgements required are too complex for a lay call handler.

The transport provider and the commissioner will agree an appeals process for patients who have been assessed and found to be ineligible for patient transport and who wish to dispute the finding.

The questions asked to establish eligibility will help the transport provider to establish which modes of transport (see Appendix C) best suits the patient's needs.

The following supporting questions may also help in assessing the mode of transport required by the patient:

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- How would you/the patient usually travel to see your/their GP?
- Do you/does the patient routinely (at least monthly) get into a normal car by yourself/themselves and travel as a passenger?
- Do you/does the patient use public transport (at least once a week)?

Non-clinical escort eligibility

Patients will often request escorts to travel with them. In some cases, escorts may be approved without further discussion, but in all other cases, steps should be taken to establish eligibility.

The following patients are automatically eligible for an escort:

- Minor (up to two escorts)
- End of life patient

Escorts may be approved for the following types of patient if circumstances warrant (escalation to the patient's clinician may be necessary in some cases):

- Vulnerable adult
- Patient lacking physical or mental capacity, needing to be accompanied
- Non-English speaker, needing translator
- When specified by the treatment unit (escalate to clinician).

It is anticipated that there will be circumstances in which escorts who themselves have reduced mobility will be required to accompany the patient. An example of this may be a spouse in a wheelchair accompanying a patient with dementia to a planned appointment. To facilitate this, the transport provider must establish the needs of the escort at the time of booking and take account of these when determining mode of transport.

Appendix B – Community and Volunteer Transport Schemes

For information about what is available in Kent, visit: <http://www.kent.gov.uk/roads-andtravel/travelling-around-kent/community-transport>

For information about what is available in Medway, see page 6-7 of this guide: <http://www.abettermedway.co.uk/pdf/staying%20connected.pdf>

Volunteer drivers



■ Dial 2 Drive (Imago)

0300 777 1200

dial2drive@imago.community

Help for people who are unable to use public transport due to old age, illness or disability to attend medical and social appointments.

Annual membership applies and mileage is charged.

■ Edenbridge Voluntary Transport Service

01732 865353

admin@evts.org.uk

Help for Edenbridge residents who do not have a vehicle and cannot access public transport to attend medical appointments.

■ Helping Hand

01959 522490 (contact Alastair Boobyer)

From Kemsing to medical appointments in Sevenoaks and West Kent. Small mileage charge for journeys beyond Kemsing/Otford/Sevenoaks.

■ Involve

01622 235833

www.vam-online.org.uk

For medical appointments. Particular useful for Maidstone hospital.

■ North West Kent Volunteer Centre

01322 294600

For elderly or disabled residents in Swanley and all villages in this area.

■ Sevenoaks Volunteer Transport Group

01732 458931 and 01732 451507

For elderly, infirm or disabled residents who do not have their own transport, to attend medical appointments.

■ SMILES Volunteer Transport Service

01322 294600 (North West Kent Volunteer Centre)

From Kemsing to medical appointments in West Kent. Small mileage charge for journeys beyond Kemsing/Otford/Sevenoaks.

This leaflet gives details of the community transport services available for older people and people with mobility needs.

If you are unsure of which service might be best for you, please call us on **01732 227000**.

This publication is available in large print and can be explained in other languages by calling 01732 227000

www.sevenoaks.gov.uk

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Argyle Road, Sevenoaks, Kent TN13 1HG

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AGE
Concern

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Volunteer Centre

Compaid



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Community Transport Services

For older people and people with mobility needs



Kent Karrier Service

Kent Karrier provides a service for those who have difficulty using public transport. Residents pay an annual membership fee and a subsidised fare for each return journey they make (can take wheelchair users).

For application forms and to book the service, please call 01892 832447, email transport@compaid.org.uk or visit www.kent.gov.uk/travelaroundkent

Operated by Compaid with financial support from Kent County Council.

North West Kent Karrier Service

Covers Crockenhill, Eynsford, Farningham, Fawkham, Hartley & Hodsoll Street, Hextable, Horton Kirby, New Ash Green, South Darenth, Swanley, West Kingsdown and all villages in these areas.

Sevenoaks Kent Karrier Service

Covers Brasted, Chevening, Crockham Hill, Dunton Green, Edenbridge, Halstead, Hever, Kemsing, Knockholt, Otford, Riverhead, Seal, Sevenoaks, Sevenoaks Weald, Shoreham, Sundridge, Westerham areas and all villages in these areas.

Other Minibus Transport Services



Age UK Sevenoaks & Tonbridge

01732 454108

office@ageuksevenoaksandtonbridge.org.uk

Operates minibus service to take older residents to its Day Centres and some of its lunch clubs. The service is available to residents in Brasted, Chevening, Chiddingstone, Cowden, Dunton Green, Edenbridge, Halstead, Hever, Kemsing, Knockholt, Leigh, Otford, Penshurst, Riverhead, Seal, Sevenoaks, Sevenoaks Weald, Shoreham, Sundridge and Westerham.

British Red Cross

All Areas of UK

0344 871 1111

contactus@redcross.org.uk

www.redcross.org.uk

Transport for medical appointments, including to London hospitals, and for shopping, social activities, day centres, care homes etc. Escorts also available to stay throughout the journey. Wheelchair accessible vehicles available. Short-term loans of mobility aids including wheelchairs also available.

- Book at least 48 hours in advance.
- Journeys are charged per mile.

Buses 4U

01883 732791 (Mon to Fri 10am-4pm)

rtp@tandridge.gov.uk

East Surrey Rural Transport Partnership (Buses 4U)
Knatts Valley area (East Hill Park and Woodlands)

Minibus transport running Monday mornings and early afternoons only in Sevenoaks and surrounding areas. Can take wheelchair users.

- Annual membership applies and mileage is charged.



Compaid

01892 832447

transport@compaid.org.uk

Offers support to disabled people to attend medical appointments and trips to local attractions and community centres.

- Covers all of the Sevenoaks District.

NHS Patient Transport Service

08000 960211

NHS-funded transport to or from hospital appointments

- Questions will be asked about eligibility which depends on medical needs and mobility.
- May be able to take wheelchair users.

Rural Age Concern Darent Valley

01322 668106

admin@racdv.org.uk

www.racdv.org.uk

Operates minibus service for older residents in Crockenhill, Eynsford, Farningham, Fawkham, Hartley & Hodsoll Street, Hextable, Horton Kirby, New Ash Green, South Darenth, Swanley and West Kingsdown areas.

Services include door-to-door assisted shopping trips to supermarkets and town centres, lunch clubs and special outings.

- No membership fee – journeys charged per mile.