

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

	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	

<p>2. Severe communication difficulties which routinely prevent them using public transport</p>	<p>Independent travel poses clinical risk</p>	<p>Escalate to clinician</p>
<p>1. Low immunity</p> <p>2. Reasonable possibility of an event occurring during transport that requires skilled assistance</p>		
		<p>Med/Gen score <input type="checkbox"/></p>
		<p>Total Patient Transport Eligibility Score <input type="checkbox"/></p>

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:

- 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>