

## UPDATE ON PATIENT TRANSPORT SERVICES

Health Liaison Board - 6 November 2019

Report of Chief Officer People and Places

Status: For Information

Key Decision: No

---

**Executive Summary:** This report provides Members with an overview of non-emergency patient transport services provided across Kent by G4S, for people whose health means they cannot get to or from their NHS appointments

---

**This report supports the Key Aim of** providing the right support at the right time, reducing health inequalities and improving health and wellbeing for all

**Portfolio Holder** Cllr. Robert Piper

**Contact Officer(s)** Hayley Brooks, Ext. 7272

---

**Recommendation to Housing and Health Advisory Committee:** That the information in the report be noted.

---

### Introduction and Background

- 1 In 2016, all NHS Clinical Commissioning Groups (CCG's), the GP-led organisations who plan and deliver health services across Kent, commissioned a new contractor to provide non-emergency patient transport. The contract for this service was awarded to G4S, who currently operate this service across Kent.
- 2 The service provides non-emergency transport to residents who are unable to travel to and from a hospital or NHS appointment due to their health.
- 3 A confidential assessment is carried out with people requesting the service to check they are eligible to use the service, to ensure the service is provided to those with the greatest need. The eligibility criteria are set nationally.
- 4 G4S work closely with alternative transport services for those who are not eligible including local volunteer driver and transport schemes.

### Patient Transport Services Presentation

- 5 Tom Maidman, Manager of G4S Patient Transport Services and James Ransom, Head of Surgical Elective Care at West Kent CCG and leads on the

commissioning of this service, will present information to Members about the service.

6 The presentation will cover:

- How the service operates and who qualifies to access this transport
- Performance measures in place to monitor the service and outcomes
- How the service works with other local volunteer driver and transport schemes
- How this service supports the residents of Sevenoaks District, who need to access hospital appointment outside the District including Darent Valley and Tunbridge Wells.

Members will be updated at the meeting with a presentation on this work.

### **Key Implications**

#### Financial

There are no financial implications for the Council associated to this report.

#### Legal Implications and Risk Assessment Statement.

There are no legal implications for the Council associated to this report.

#### Equality Assessment

No decision is required as part of this paper and therefore no perceived impact on end users.

### **Conclusions**

For Members to note the work of the G4S Patient Transport Services presented by officers.

**Appendices** None

**Background Papers:** None

**Lesley Bowles**  
**Chief Officer People and Places**