



Leicester City Clinical Commissioning Group  
West Leicestershire Clinical Commissioning Group  
East Leicestershire and Rutland Clinical Commissioning Group

**LEICESTERSHIRE, LEICESTER AND RUTLAND HEALTH OVERVIEW  
AND SCRUTINY COMMITTEE:  
18 MARCH 2020**

**REPORT OF LLR HEALTH AND SOCIAL CARE SYSTEM**

**NON-EMERGENCY PATIENT TRANSPORT SERVICE –  
THAMES AMBULANCE SERVICES LIMITED (TASL)**

**Purpose of report**

1. The purpose of this report is to provide an update from LLR Clinical Commissioning Groups (CCGs) on the Non-Emergency Patient Transport Service.

**Introduction and Background**

2. Thames Ambulance Services Limited (TASL) was awarded the LLR contract for Non-Emergency Patient Transport Services (NEPTS) following a procurement exercise across LLR in June 2017, and service commenced 1<sup>st</sup> October 2017.

**Quality - Care Quality Commission Inspection 23<sup>rd</sup> October 2019 and Report**

3. A CQC inspection took place in October 2018 at TASL bases in Lincoln, Spalding and Grimsby and the head office in Lincoln. The report highlighted a number of areas for improvement and concern.
4. Representatives from TASL attended the Leicestershire County Council Health Overview and Scrutiny Committee on 13 March 2019 and were held to account for performance.

**Performance to date**

5. TASL were requested to provide a report for the 18 March 2020 meeting of the Leicestershire, Leicester and Rutland Health Overview and Scrutiny Committee to update on their performance but the report was not received in time for the papers going to print. It is hoped that a more detailed report will be circulated to members and published prior to the 18 March 2020.

**Officer to contact**

Joanna Clinton  
Head of Urgent and Emergency Care Contracts  
West Leicestershire CCG  
Joanna.Clinton@westleicestershireccg.nhs.uk

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