

TASİL



Leicestershire Health Overview Scrutiny Committee - March 2020

Introduction by Derek Laird, CEO

- ▶ TASL – The Company
- ▶ Contract mobilisation October 2017
- ▶ Significant Initial Challenges
 - Operational
 - Regulatory
 - 3rd Party Resources
 - Media

Moving On

- ▶ Management Team
- ▶ Relationship with stakeholders
- ▶ KPI improvements
- ▶ CQC
- ▶ National Contracts
- ▶ Staff retention improvements
- ▶ Cleric computer aided dispatch system

Local challenges

- ▶ Staffing levels
- ▶ Out of Area demand
- ▶ Significant capacity pressures at Hospitals
- ▶ Patient expectation high
- ▶ Period of significant change
- ▶ Corona Virus – COVID19

NHS England – National PTS review

- ▶ In autumn 2019 NHS England and NHS Improvement announced it would review non-emergency patient transport services.
- ▶ The review will analyse how the current NEPTS system works and determine how best to improve patient transport services in England, within existing and planned NHS resources.
- ▶ The review will consider:
 - Service access and activity
 - Service quality
 - User experience
 - Providers' economic resilience
 - Service sustainability and affordability
- ▶ The TASL Business Development Director is taking part in this review

In the meantime

- ▶ TASL has invested in:
 - New planning software and updated IT equipment. This will include an improved patient app so that patients can track their progress within the system.
 - A new model for the delivery of renal patients that involves a stronger partnership approach with renal units to improve consistency for patients (Healthwatch provided an independent survey to inform this concept) – first unit will go live before summer.
 - Discharge co-ordinators and a Customer Relationship Manager to improve communication with wards and patients, to support timely discharges that are in line with the wider system's priorities.
 - Remote depots in key rural areas to reduce 'empty' miles and improve availability of resource hours.

In the meantime continued...

- Demand analysis – Staff Consultation Rota Changes
 - New VCS strategy
 - Improved Staff Engagement
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- ▶ Future developments to be considered:
 - On-site assistants to escort patients from the ambulance to the departments and vice versa
 - Student Paramedic placements to provide students with valuable patient experience

Care Quality Commission Update.

Background – Inspection of our Leicester station on 23rd October 2018.

Sanctions imposed following the inspection on-

- The transportation of children, patients suffering from mental health conditions and complex bariatric patients.
- Overall CQC rating given as inadequate.

A Further CQC Inspection of our Leicester and Kettering stations on the 1st May 2019.

- Improvements noted at each site.
- CQC rated overall good for caring.
- Action Plan in place to deliver more service improvements.
- Overall CQC rating given as requires improvement.

TASL Quality Initiatives

- Further development of guidance and training for control room staff in managing end of life and fast track patients.
- Reviewed and amended the failed eligibility criteria system for TASL.
- Call audit sampling of 100 calls picked at random
- Internal led mock CQC inspections
- Comprehensive quality compliance reports provided monthly

The Patient Experience Team.

- Appointed an experienced Quality Assurance & Patient Experience Manager
- Improved processes to ensure concerns and complaint responded to within timeframe
- Successfully transitioned from an in-house Patient Experience Team to our outsourced provider, TTS-360, without any impact to patients or healthcare professionals.
- Patient reported concerns have reduced by 50%.
- All incoming calls to the Patient Experience number have achieved 100% compliance answer-rate.

Questions.....

