

MEETING: Governing Body

Item Number: 12

DATE: 24 November 2015

REPORT TITLE:	The provision of North West Non-Emergency Patient Transport Services – Final Evaluation Report for Lot 5 – Greater Manchester
CORPORATE OBJECTIVE ADDRESSED:	4. Function as an organisation that consistently delivers its statutory duties and participates fully in Greater Manchester Devolution.
REPORT AUTHOR:	NHS Blackpool CCG
PRESENTED BY:	Dr Tim Dalton
RECOMMENDATIONS/DECISION REQUIRED:	Receive for information
EXECUTIVE SUMMARY	
<p>The attached press release was issued by NHS Blackpool CCG on the 2 November 2015 advising that they had found a level of management and process failures with the reporting of performance standards from Arriva Transport Solutions Ltd (ATSL) in their provision of North West Non-Emergency Patient Transport Services.</p>	
FURTHER ACTION REQUIRED:	Receive for information.
EQUALITY AND DIVERSITY: Confirmed that any changes to service or procedure introduced as a result of this report do not impact adversely on any of the protected groups covered by the Equality Act	



NHS Blackpool CCG

Statement

Embargoed till 14:00 02 November 2015

NHS Blackpool CCG (BCCG) on behalf of the 33 CCGs in the North West lead the commissioning of non-emergency patient transport services (PTS). The service provider of non-emergency PTS for Greater Manchester residents is Arriva Transport Solutions Ltd (ATSL).

Recently ATSL disclosed to BCCG they had found a level of management and process failures with the reporting of performance standards. The effect of this is that performance achievements have been overstated and incentive monies incorrectly claimed. As a result of this information, BCCG immediately referred this to NHS Protect for investigation. ATSL have repaid all the monies they believe they have incorrectly claimed.

BCCG have advised the Chief Officers of 12 Greater Manchester Clinical Commissioning Groups of the situation.

Amanda Doyle, Chief Clinical Officer for NHS Blackpool CCG said, "We are fully aware of the situation and our main priority now is securing improvements of the service provision in Greater Manchester and consider how we do this going forward."

The current contract expires in 2016 and a separate tender exercise to determine who will provide the service in the future is near completion. Given the circumstances, ATSL has withdrawn from this process. NHS Blackpool CCG and Greater Manchester commissioners want to assure patients that they will work closely with ATSL for the remainder of the contract to ensure a seamless and successful handover with the newly appointed transport provider.

ENDS

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