

## SCHEDULE 2 – THE SERVICES

### A. Service Specifications (Full Length Contract)

<b>Service Specification No.</b>	<b>11J/0265</b>
<b>Service</b>	Mental Health Secure Transport
<b>Commissioner Lead</b>	Primary and Community Care
<b>Provider Lead</b>	NHS Dorset CCG
<b>Period</b>	07.09.20 – 30.06.23
<b>Date of Review</b>	N/A

#### 1. Population Needs

##### 1.1 National/local context and evidence base

###### National Context

One in four adults' experiences at least one diagnosable mental health problem in any given year. People in all walks of life can be affected and at any point in their lives. Mental health problems represent the largest single cause of disability in the UK.

The NHS is placing more national focus than ever before on mental health. NHS England aims to deliver a transformation in mental health services by 2020/21, with an ambition of putting mental health on an equal footing to physical health in the NHS.

NHS England is making progress towards achieving the recommendations set out in the [Five Year Forward View for Mental Health](#), involving the development and implementation of new models of care for adults with mental health needs. <https://www.england.nhs.uk/mental-health/adults/>

Serious mental illness (SMI) includes psychosis, severe depression, bipolar disorder, personality disorder, schizophrenia and schizoaffective disorder.

People with severe mental illness on average tend to die earlier than the general population and this is referred to as premature mortality. There is a 10-25-year life expectancy reduction in people with severe mental illness (World Health Organisation, 2013).

Mental Health Act 1983 Code of Practice (Section 17.7)  
[Mental Health Act 1983 \(publishing.service.gov.uk\)](#)

## Local Context

The age of Dorset's population is rising and a greater number with SMI reach older age. The table below shows the current prevalence and projected prevalence increase in Dorset for people with a serious/severe mental illness.

CCG Locality	2016/17			2021/22			2026/27		
	Practice List Size	Practice Register SMI	SMI Prevalence	Practice List Size	Practice Register SMI	SMI Prevalence	Practice List Size	Practice Register SMI	SMI Prevalence
Bournemouth North	66,832	627	0.94%	68,437	642	0.94%	70,079	657	0.94%
Central Bournemouth	57,904	612	1.06%	59,294	627	1.06%	60,717	642	1.06%
Christchurch	54,627	399	0.73%	55,939	409	0.73%	57,281	418	0.73%
East Bournemouth	74,312	1,172	1.58%	76,097	1200	1.58%	77,922	1229	1.58%
Poole Bay	74,572	897	1.20%	76,363	919	1.20%	78,195	941	1.20%
Poole Central	62,773	548	0.87%	64,280	561	0.87%	65,822	575	0.87%
Poole North	52,708	418	0.79%	53,974	428	0.79%	55,268	438	0.79%
Weymouth & Portland	75,170	856	1.14%	76,975	877	1.14%	78,822	898	1.14%
<b>Urban Sub-total</b>	<b>518,898</b>	<b>5,529</b>	<b>1.07%</b>	<b>531,359</b>	<b>5,662</b>	<b>1.07%</b>	<b>544,105</b>	<b>5,798</b>	<b>1.07%</b>
East Dorset	69,911	410	0.59%	71,590	420	0.59%	73,307	430	0.59%
Mid Dorset	44,308	373	0.84%	45,372	382	0.84%	46,460	391	0.84%
North Dorset	86,928	648	0.75%	89,015	664	0.75%	91,151	679	0.75%
Dorset West	41,070	444	1.08%	42,056	455	1.08%	43,065	466	1.08%
Purbeck	34,044	293	0.86%	34,862	300	0.86%	35,698	307	0.86%
<b>Rural Sub-total</b>	<b>276,261</b>	<b>2,168</b>	<b>0.78%</b>	<b>282,895</b>	<b>2,220</b>	<b>0.78%</b>	<b>289,681</b>	<b>2,273</b>	<b>0.78%</b>
<b>Grand Total</b>	<b>795,159</b>	<b>7,697</b>	<b>0.97%</b>	<b>814,254</b>	<b>7,882</b>	<b>0.97%</b>	<b>833,786</b>	<b>8,071</b>	<b>0.97%</b>

Population figures for 2021/22 and 2026/27 are based on Dorset CCG population increases taken from ONS, Population projections - CCG SNPP 22 (May 2018)  
Projected SMI practice register figures assume SMI prevalence percentage for each locality remains stable over time

There are a projected additional 185 patients (2.4%) on the Dorset CCG SMI practice register between 2016/17 and 2021/22. By 2026/27 an additional 374 patients (4.9%) are expected on the Dorset CCG SMI practice register. The projections are crude and don't take into consideration the age and sex difference in population projections and whether certain groups (age and sex) of people are more likely to experience SMI.

The local projected forecast is reflected by the increase in secure transport conveyances. Dorset CCG funded 356 secure transport conveyances in 2019 and 480 secure transport conveyances during 2020.

## 2. Outcomes

### 2.1 NHS Outcomes Framework Domains & Indicators

<b>Domain 1</b>	<b>Preventing people from dying prematurely</b>	✓
<b>Domain 2</b>	<b>Enhancing quality of life for people with long-term conditions</b>	✓
<b>Domain 3</b>	<b>Helping people to recover from episodes of ill-health or following injury</b>	✓
<b>Domain 4</b>	<b>Ensuring people have a positive experience of care</b>	✓
<b>Domain 5</b>	<b>Treating and caring for people in safe environment and protecting them from avoidable harm</b>	✓

### 2.2 Local defined outcomes

- Improved response times
- Individualised support in a setting that provide care in the least restrictive setting
- Increased quality of service provision
- Improved mental health and social outcomes
- Improved service user experience

### 3. Scope

#### 3.1 Aims and objectives of service

Typically, individuals who require secure transport are detained under the Mental Health Act. Some patients are not detained under the Mental Health Act and agree to travel informally.

The aims and objectives of the service is to:

- Provide the patient with a safe, professional and quality service in a timely manner
- Provide health and social care professionals a local provider for booking secure mental health transport in an appropriate vehicle
- Convey patients to appropriate settings in a safe environment with dignity and respect
- provide a high-quality service based on individual need founded on the principles of best practice, NICE guidance and giving a good patient experience through all parts of their care

#### 3.2 Service description/care pathway

The service will provide a responsive and secure mental health transport service that conveys patients with dignity and respect for transportation of patients who are detained under the Mental Health Act and voluntary patients whom may be at risk of absconding; causing harm to themselves or causing harm to others.

Types of journeys include:

FROM	TO
A Dorset Address including place of residence, local hospitals	NHS Mental Health Inpatient Unit in Dorset Outpatient Appointment in/out of county
Court	NHS Mental Health Inpatient Unit
Place of police intervention Section 135	NHS Mental Health Inpatient Unit (in county)
Prison	NHS Mental Health Inpatient Unit (in county)

#### Hours of operation

The service will operate 365 days per year.

The Provider is expected to provide a cost-effective response for journeys undertaken during normal working hours and outside of working hours including weekends when available.

#### Activity

Bookings are made on an ad hoc basis as there is little forward planning for patient journeys. Liaison between the AMPHs and EMA on a daily basis will inform of some predicted activity at the beginning of every day.

Activity levels for this contract cannot be guaranteed.

EMA are expected to respond to journeys within the response times in section 5.

Quarterly contract meetings will take place of contract start date between EMA and Dorset CCG to monitor implementation and performance.

**Booking criteria**

Prior to any request a person would need to be assessed and either agree informally to be transferred from the place of assessment or detained under the Mental Health Act. In order for this to occur a team of health professionals will do an assessment. This may happen at home or in hospital, or in a place of safety. The team of health professionals would include one or all of the following:

- a person who is an approved mental health professional (AMHP)
- a registered medical practitioner (usually a doctor such as a GP)
- a section 12 approved doctor (usually a psychiatrist)
- Psychiatric Liaison RMN
- A Home Treatment Team (HTT) practitioner

Following clinical assessment secure transport will be considered if they are under a section of the Mental Health Act or informal **AND** at high and immediate risk of aggression, violence, absconding or harm to self (self-harm). This will be handed over to the Clinical Site Manager (CSM).

Secure transport needs to be authorised by the CSM who authorises the referrer to book secure transport. At the time of authorisation an email is sent by the CSM to a designated CCG email address as a means of notification of a secure transfer, copying in the Dorset HealthCare site administrator for audit purposes.

EMA must attend the location of the incident where s135 and s136 powers are being used anywhere in the defined Dorset area. Where secure transport is required to convey individuals from the community to a mental health unit, move between units and Place of Safety, or facilitate visits to health establishments and repatriation journeys back to Dorset (which may be from anywhere in the UK) the provider must be able to provide a vehicle and crew to meet that requirement. For all transport needs the vehicle and crew used must be appropriate to the age and gender of the individual being conveyed.

**Places of Safety Locations:**

University Hospitals Dorset (UHD) NHS Foundation Trusts (Bournemouth and Poole Hospitals)

Dorset County Hospital

Dorset Healthcare sites:

- St Annes - Poole
- Fortson Clinic – Dorchester

The service users home address/place of assessment

Police Custody Suites

This list is not exhaustive and may include other places of safety.

**Vehicles**

The purpose of this service is to provide patients with a range of transport types from cars to secure vans that ensures dignity and respect for the patient is maintained at all times.

The use of secured vehicles must be proportionate to the clinical need following assessment and appropriately designated by vehicle specification.

The secure vehicles consist of:

- a **car** that has locked doors and a screen between the driver and back seat passengers
- **vans** with locked doors and holding cells fitted with heavy duty PVC polyester for comfort and warmth without any compromise to safety; and
- including a vehicle with a **stretcher** to allow for secure transport of patients with a physical injury.

### 3.3 Population Covered

The service is available for people over 18 and registered with a GP in Dorset.

### 3.4 Any acceptance and exclusion criteria.

Exclusions are for people who are transferred:

- out of area due to bed pressures within Dorset HealthCare
- from a section 136 suite to an out of area hospital due to bed pressures
- from a mental health inpatient unit out of county to outpatient appointments in/out of county
- people who have not had an assessment from anyone other than specified in section 3.2 Booking criteria
- This service will not include transport of individuals with mental health needs where secure transport is not required as this is provided by existing patient transport service provisions.

### 3.5 Interdependence with other services/providers

- Dorset HealthCare
- BCP Council
- Dorset Council
- Police
- SWASFT
- UHD Hospitals
- Dorset County Hospital

## 4. Applicable Service Standards

### 4.1 Applicable national standards (eg NICE)

### 4.2 Applicable standards set out in Guidance and/or issued by a competent body (eg Royal Colleges)

[20141021 CQC SaferPlace 2014\\_07\\_FINAL for WEB.pdf](#)

### 4.3 Applicable local standards

**Appendix 1:** Mental Health Services Matrix Crib Sheet combined DCCG EMA LA E-Zec doc V5 10<sup>th</sup> January 2022

Company training standards to be delivered as per company policy e.g.:

- EMA Drivers handbook and highway code
- EMA Handcuffing
- Safeguarding Lv3 both adults and children
- Infection control
- Mental health awareness
- Dementia awareness
- Lv 3 first aid at work
- PMVA (using General Service Association model)

#### **Location of Office Base and Vehicles**

The Provider is required to have an office base within the boundaries of the geographical area covered from which it will manage the service.

The Provider will provide garaging, maintenance, cleaning and consumables for all vehicles.

### **5. Applicable quality requirements and CQUIN goals**

#### **5.1 Applicable quality requirements (See Schedule 4 Parts A-D)**

Patient-centred services delivered in a safe, friendly and effective manner by trained staff in clean, comfortable vehicles. This includes keeping journey times low and ensuring promptness of arrival and pick-up.

High-quality communication with commissioners to discuss flexible and innovative approaches. Clear and complete information must be provided regularly on activity, finance and quality of service provision

Local defined standards – response times from call to pick up times acceptable call answering times, to aim to answer within 6 rings, there is a call divert in place should a 2<sup>nd</sup> call come in at the same time.

Response times for the East: 90mins or sooner

Response times for the West: 2.5hrs or sooner

#### **5.2 Applicable CQUIN goals (See Schedule 4 Part E)**

N/A

### **6. Location of Provider Premises**

#### **The Provider's Premises are located at:**

Easy Management of Aggression (EMA)

EMA Head Office

Unit B10, Arena Business Centre

Holyrood Close

Poole

BH17 7FJ

**Appendix 1:**

MENTAL HEALTH PATIENT TRANSPORT BOOKING MATRIX / CRIB SHEET JANUARY 2022

Journey type		What transport should be booked?	Comments	Who funds?
From	To			
Place of Section for Section 2, 3 and 4	Mental Health Inpatient NHS	South West Ambulance Service Foundation Trust (SWASFT) or EMA	<p>The decision to bypass SWASFT as first contact has been agreed and book EMA directly after approval from the Clinical Site Manager (CSM). If there are other journeys that need to be completed that require secure transport then secure should be their first port of call and SWASFT does not need to be contacted.</p> <p>Secure transport should be used when the patient is high absconding risk and high risk to self; and if a patient assessment details that the patient is violent and or high risk and no question that they need secure transport, you can go straight to the (CSM) to book EMA. Follow Dorset CCG's process for requesting EMA at Appendix A and B for details.</p> <p><b>Appendix A:</b> Dorset CCG Secure Transport Service Authorisation Process (letter)</p> <p><b>Appendix B:</b> Dorset CCG Secure Transport Request Form</p> <p>E-zec transport are not commissioned for this service.</p>	CCG
Mental Health inpatient unit	Outpatient Appointments	E-zec for low-risk patients; note if patient is high risk SWASFT or EMA/equivalent secure provider as per CCG Process	<p>E-zec will transport patients assessed as low risk for Outpatient appointments, and will always ask for an escort that can support the patient's needs (informal patients can be transported without an escort and detained patients to be escorted with a member of staff). If the patient is assessed as high risk SWASFT or EMA should be booked; please note secure transport should be used when the patient is high absconding risk and high risk to self. SWASFT are not contracted to undertake mental health journeys which require a secure vehicle i.e. a vehicle with a level of physical security for the patient which exceeds that of a standard ambulance.</p>	CCG or DHC due to lack of beds

Journey type		What transport should be booked?	Comments	Who funds?
From	To			
Section 37 from place of Section	Mental Health Inpatient NHS	Secure transport EMA or equivalent secure provider as per CCG Process	Under this section, you can be sent to hospital for treatment. The Crown Court can make a hospital order before or after you have been convicted of a crime. These patients are under a court order because of offence and therefore are unpredictable.	CCG or DHC due to lack of beds
Section 41 from place of Section	Mental Health Inpatient NHS	Secure transport EMA or equivalent secure provider as per CCG Process	If the Crown Court has made a hospital order under section 37, it can also impose a 'restriction order'. This means that you can only be discharged, transferred or given section 17 leave with permission from the Ministry of Justice. The Court will make a restriction order if it thinks it is necessary to protect the public from serious harm. Particularly high risk under restriction order.	CCG or DHC due to lack of beds
Section 47 from place of Section	Mental Health Inpatient NHS	Secure transport EMA or equivalent secure provider as per CCG Process	The Ministry of Justice can order you to be transferred from prison to hospital for treatment of your mental health problems. These patients are usually transferred and accompanied by prison staff to the inpatient unit, this outward journey is funded by the prison; the return journey using secure transport will be arranged by Dorset HealthCare and funded by the CCG.	CCG or DHC due to lack of beds
Section 49 from place of Section	Mental Health Inpatient NHS	Secure transport EMA or equivalent secure provider as per CCG Process	If the Ministry of Justice has ordered you to be transferred from prison to hospital under section 47, at the same time it can also impose a 'restriction direction' on you under section 49. This means that you can only be discharged, transferred and given leave from hospital with permission from the Secretary of State for Justice.	CCG; prison services; or DHC due to lack of beds.
Section 135 from place of Section	Mental Health Inpatient NHS	SWASFT or EMA or equivalent secure provider as per CCG Process	Transport to the nearest clinically appropriate mental health facility or agreed place of safety for patients detained under the Mental Health Act (this includes section 135 and 136).  If SWASFT cannot take the booking or if their estimated arrival time is not predicted within an acceptable timeframe secure transport should be used; the CSM should be contacted to arrange Secure Transport.  Secure transport should be used rather than SWASFT when the patient is high absconding risk and high risk to self.	CCG



Journey type		What transport should be booked?	Comments	Who funds?
From	To			
Section 136 from place of Section	Mental Health Inpatient NHS/136 place of safety	The Police to transport; or if SWASFT are unable to take the booking EMA when accompanied by a Police Officer in the EMA ambulance & Police following in own vehicle	Transport to the nearest clinically appropriate mental health facility or agreed place of safety for patients detained under the Mental Health Act (this includes section 135 and 136). If SWASFT cannot take the booking, the CSM should be contacted to arrange Secure Transport. Secure transport should be used rather than SWASFT when the patient is high absconding risk and high risk to self.	CCG
Section 136 Admissions from community	to place of safety and transferred between places of safety local area	SWASFT /Police Ideally SWASFT (national driver to stop use of Police) or EMA when accompanied by a Police Officer in the EMA ambulance & Police following in own vehicle	<b>High risk patient</b> Section 136 Admissions from community to place of safety and transferred between places of safety Within local area SW Region Detained under section 136 Secure transport should be used rather than SWASFT when the patient is high absconding risk and high risk to self	CCG
Inpatient unit/home address	attending appointments for health or mental health Trust	E-zec	NEPT e.g. patients with low risk mental health issues Routine planned journeys within contract E-zec will transport patients for Outpatient appointments, and will always ask for an escort that can support the patient's needs (informal patients can be transported without an escort and detained patients to be escorted with a member of staff).	CCG
Local Acute Trust	Local MH Trust, within local area	E-zec with escort	<b>Low risk patients</b> Inpatient transfers from local Acute Trust to local Mental Health Trust	CCG

Journey type		What transport should be booked?	Comments	Who funds?
From	To			
Local Acute Trust	Local MH Trust, within local area	EMA/equivalent secure provider as per CCG Process	<b>High risk patients/secure transport</b> Inpatient transfers from local Acute Trust to local Mental Health Trust	CCG
Inpatient transfers between local MH Trust	Inpatient MH Trust	E-zec with escort if to lower level of care	<b>Low risk patients</b> Inpatient transfers between local MH facilities, within local area	CCG
Inpatient transfer from local MH Trust	Out of area/county	E-zec with escort	<b>Low risk patient</b> Inpatient transfer from local MH Trust to out of county MH facility Risk assessment required and transport then agreed	CCG
Inpatient transfer from local MH Trust	Out of county MH Trust	EMA/equivalent secure provider as per CCG Process	<b>High risk patient</b> Inpatient transfer from local MH Trust to out of county MH Trust out of area; if for specialist care CCG pay, if due to lack of beds DHC pay	CCG or DHC due to lack of beds
Repatriations from out of county MH Trust	back to local MH Trust	EMA/equivalent secure provider as per CCG Process  Low risk E-zec	Repatriations from out of county MH Trust back to local MH Trust (where patient is voluntarily out of county (eg becomes unwell on holiday. Out of area. If risk assessed as low risk consider E-zec. Dorset Healthcare due to lack of appropriate bed at time of need in local area.  Secure transport should be used when the patient is high absconding risk and high risk to self	CCG or DHC due to lack of beds
Transfer from community	to out of county specialist units	If planned & low risk E-zec	<b>Low risk patient</b> Transfer from community to out of county specialist units (eg mother and baby units) Out of area If the journey is If planned/routine – low risk patient	CCG
Transfer from community	to out of county specialist units	EMA/ equivalent secure provider as per CCG Process	<b>High risk patient</b> Transfer from community to out of county specialist units (eg mother and baby units) Out of area Secure transport should be used rather than SWASFT when the patient is high absconding risk and high risk to self	CCG

Journey type		What transport should be booked?	Comments	Who funds?
From	To			
CAMHS in/out of Outpatient and Inpatient MH Units		E-zec	<b>Low risk patients</b> E-zec support children on usual basis, in and out of OP/IP MH units if low level risk, and will always ask for an escort that can support the patient's needs	CCG

**E-zec** support Mental Health transfers that are non-urgent and low risk, for out patient appointments and such like, they will request an escort for all sectioned patients including those assessed as well, and low risk.

**E-zec** need to be booked more than 24 hours before where possible for routine appointments. On the day bookings you are looking at up to a 4-5 hour window. (1 hour to allocate booking, then potentially up to 4 hours for collection).

**What E-zec are not contracted to do:**

1. E-zec do not take in-patients to GP, dentist or optician appointments.
2. E-zec do not take in-patients to court or Police stations.
3. E-zec do not take in-patients to therapeutic activities that come under leisure activities e.g., sport centers, the bank, shops or activity groups
4. E-zec do not transport patients with more than one item of luggage (where possible alternative arrangement's should be made in-advance for extra luggage patients may have e.g. to go with family). The agreement is – One bag for personal belongings, one for drugs/medical supplies, 24 hours of peg feed, one piece of equipment – as long as it can be secured within the vehicle – please check when bookings are being made.
5. E-zec do not transport specimens or bloods.
6. E-zec don't transport patients home to collect belongings.
7. E-zec don't transfer patients to A&E

**SWASFT** are contracted to support urgent patient transfers, via 999 and calling 111; and the following:

### **Mental Health**

- Transport to the nearest clinically appropriate mental health facility or agreed place of safety for patients detained under the Mental Health Act (this includes section 135 and 136)
- Transport to the nearest clinically appropriate mental health facility or agreed place of safety for informal patients where a double crewed ambulance or patient support vehicle is required and the patient must arrive within the next 4 hours. This includes transfers from Emergency Departments.
- Mental Health Patients being conveyed urgently to an acute hospital for immediate treatment (within 4 hours) where a double crewed ambulance or patient support vehicle is required

Transport for mental health patients is usually agreed within 4 hours, however, to allow the principles of the mental health crisis concordat to be applied it should be noted the timeframe can be less than 4 hours if appropriate and requested i.e. in response to section 136 transfer requests within 30 minutes. It should be noted that an emergency ambulance or Patient Support Vehicle may be utilised to undertake mental health transfers, as appropriate.

South Western Ambulance Service are not contracted to undertake mental health journeys which require a secure vehicle i.e. a vehicle with a level of physical security for the patient which exceeds that of a standard ambulance.

Secure transport should be used rather than SWASFT when the patient is high absconding risk and high risk to self

Appendix A:

November 2021



**Dorset  
Clinical Commissioning Group**

Mental Health Team  
Vespasian House  
Barrack Road  
Dorchester  
DT1 1TG

Email: [patient.transport@dorsetccg.nhs.uk](mailto:patient.transport@dorsetccg.nhs.uk)

Dear Colleague

**Sent by Email**

**Mental Health Secure Transport – Authorisation Process**

Following some recent safeguarding incidents involving a mental health secure transport provider we are writing to inform you of the reviewed process for approving, booking and payment for secure journeys by Dorset Clinical Commissioning Group (CCG).

Dorset Clinical Commissioning Group (CCG) commission EMA Patient Transport to provide secure transport journeys for patients registered with a Dorset GP Practice and who have been assessed under the Mental Health Act or clinically assessed as requiring secure transport due to the level of risk posed to themselves and/or others for the following journeys:

FROM	TO
A Dorset Address including place of residence, local hospitals	NHS Mental Health Inpatient Unit in Dorset Outpatient Appointment in/out of county
Court	NHS Mental Health Inpatient Unit
Place of police intervention Section 135	NHS Mental Health Inpatient Unit (in county)
Prison	NHS Mental Health Inpatient Unit (in county)
Out of county	NHS Mental Health Inpatient Unit (in county)

CCGs typically have local contracted provision of mental health secure patient transport. Dorset CCG currently commission EMA Patient Transport services locally so any transport organised from any other provider would flow through as Non-Contracted Activity (NCA).

The CCG's default position is that the provider is used for all local activity during the provider's working hours. Dorset CCG will not pay for local area secure transport activity unless it can be clearly demonstrated that the patient was eligible for a secure journey and that the commissioned provider was unable to conduct the journey(s) within the commissioned timescales.

You may be aware that out of area bookings for secure journeys are not always engaged in Dorset CCG's process for approving secure transport.

In lieu of this, Dorset CCG will only authorise and pay for journeys where the attached form has been completed and that have:

- Been approved by a Clinical Site Manager
- Been confirmed that EMA was contacted first and are not able to undertake the journey.
- The other preferred providers are not able to undertake the journey.
- Email sent to the patient transport email address to confirm booking/approval [patient.transport@dorsetccg.nhs.uk](mailto:patient.transport@dorsetccg.nhs.uk)
- If EMA Patient Transport are unavailable to respond, then Prometheus for the west or Medisec/Secure Care UK for the east side of the county should be used as the preferred provider. Contact details provided below. The AMHP who undertakes the clinical assessment of the patient and makes the decision the patient requires secure transport should be the individual who completes the request for transport, which is then authorised by the Clinical Site Manager.
- The CCG should be informed if anyone other than EMA Patient Transport are used to facilitate authorisation of payment when invoices are received by the CCG.

**EMA Patient Transport** – Tel 0800 634 1478 Email: [enquiries@emapatienttransport.co.uk](mailto:enquiries@emapatienttransport.co.uk) (East & West) Sunday - Thursday: 8am - 8pm / Friday – Saturday 24 hours.

**Medisec** - Tel 0330 999 4062 Email: [enquiries@medisec-ambulance.co.uk](mailto:enquiries@medisec-ambulance.co.uk). (East of county) Open 24/7.

**Secure Care UK** – Tel 0203 598 5938 [Secure.care@nhs.net](mailto:Secure.care@nhs.net) (East of county) Open 24/7.

**Prometheus** - Tel 0800 009 6668 Email: [info@psecure.co.uk](mailto:info@psecure.co.uk). (West of county) Open 24/7.

This letter is being circulated to acute trusts, mental health providers, CCGs, police, secure transport providers and local authorities. The expectation is that all acute trust providers will take the appropriate actions within no later than one month of the Date of this letter.

Please note the funding of any journeys that fall outside of the criteria outlined in this letter, will fall to the site and Trust authorising and/or booking the secure transport.

Should you have any issues, concerns or questions please Email [patient.transport@dorsetccg.nhs.uk](mailto:patient.transport@dorsetccg.nhs.uk)

Yours sincerely

Mark Harris  
Head of Mental Health Team  
Dorset Clinical Commissioning Group

**Appendix B:**



**Dorset  
Clinical Commissioning Group**

**Secure Transport Booking Form:**

Requested by:	Contact Number:
Job Title:	Email:
Unit/Ward/Team:	
Clinical Site Manager Name:	Unit/Ward:
Clinical Site Manager Approved: Yes / No	
Date/Time booked:	
Contact EMA Patient Transport <b>0800 634 1478</b> . If EMA Patient Transport are <b>unable</b> to attend please contact:  (East of County) Medisec 0330 999 4062 <b>OR</b> Secure Care 0203 598 5938  (West of County) Prometheus 0800 009 6668  If none of the above pre-approved secure transports are available, please confirm the name and contact details of the transport provider being booked and inform Dorset CCG via the patient transport email below.	
Email sent to patient email address to confirm booking/approval and name of secure transport provider <a href="mailto:patient.transport@dorsetccg.nhs.uk">patient.transport@dorsetccg.nhs.uk</a>	
Yes completed / No	
If <b>No</b> please provide rational why email has not been sent?	



Date of patient transfer:	Collection time:
Patient Collection Address:	
Patient Destination Address:	
Any other information:	

Please note the funding of any journeys that fall outside of the criteria outlined in Dorset CCG's corresponding letter, will fall to the site and Trust authorising and/or booking the secure transport.