

<b>Service name</b>	<b>Lot 1: Planned Non-Emergency Patient Transport Services (NEPTS)</b>
<b>Service specification number</b>	<b>QVV/273</b>
<b>Service description and location(s) from which it will be delivered</b>	

<b>1</b>	<b>Service Type: Planned Non-Emergency Patient Transport Services (NEPTS)</b>
1.1	This specification relates to the provision of a Planned Non-Emergency Patient Transport Service (NEPTS) for eligible journeys booked up to 18:00 on the working day prior to travel.
1.2	A Planned Non-Emergency Patient Transport Service (NEPTS) will be provided to eligible Service Users being transported for the purposes of attending: <ul style="list-style-type: none"> <li>• Renal Dialysis treatment</li> <li>• Cancer treatment or appointments</li> <li>• Outpatient appointments both in and out of area.</li> <li>• Day units.</li> <li>• Home visits for assessments prior to discharge.</li> <li>• Repatriation - Planned discharge.</li> </ul>
1.3	The NEPT Service promotes access to healthcare provision through an NHS funded transport service for those Service Users registered with a GP in NHS Dorset meeting the <a href="#">eligibility criteria</a> as set down by NHS England and localised in the <a href="#">NHS Dorset Eligibility Criteria Framework</a> . Including vulnerable people by reason of mental health or learning disability, children, and eligible escorts.
1.4	Planned NEPTS are required to cover 7 days a week, inclusive of bank holidays. With sufficient cover to serve the whole County, ensuring shift planning provides sufficient overlap to allow return to base travel time without impacting on service provision.
1.5	NEPTS is to be provided to eligible Service Users to access appointments from the earliest point in the service hours and to be collected up to the latest point of the service hours.
1.6	The Provider will manage the entire NEPTS journey requirements for all Service Users including out of area transfers and repatriations, Service Users defined as bariatric, Service Users with mental health needs or identified as having complex manual handling needs. Please note that secure mental health transport for high-risk Service Users is contracted separately from Non-Emergency Patient Transport.
1.7	Discrete processes within the service must be available for the following activities: <ul style="list-style-type: none"> <li>• Transportation of Service Users from pickup/drop off to handover of care.</li> <li>• General Service User risk assessments for safe transportation.</li> <li>• Risk Assessments and transportation of Bariatric Service Users.</li> <li>• An enquiry line for Service Users, their Carers, and healthcare professionals whilst the service is operational.</li> </ul>
1.8	Due to the growing use of specialist or tertiary centres there is a requirement for NEPTS to provide 'out of area' movements, some return trips on the same day are required. Transfers of Service Users outside of the area in which they are registered with a GP form an integral part of the NEPTS service.

1.9 There may also be a requirement to transport some Service Users who are not registered with a GP in Dorset. This will primarily be for returning Service Users who are being discharged from an inpatient stay. In such cases the ['Who Pays Guidance'](#) prevails.

1.10 To have the ability / equipment to convey incubators in appropriately equipped vehicles assuming mother / baby are both of stable condition. When required, a medical team provided by the referring organisation will accompany the mother/baby and be responsible for their care.

## **2 Service Future Requirements**

2.1 NHS Commissioning Standards, local emergency and urgent care strategies will continue to evolve over the life of the contract to improve efficiency and integration across the Service User journey pathway.

2.2 Given this continual change it is anticipated that there will be service changes to ensure that the service remains compliant with NHS Commissioning Standards and local emergency and urgent care strategies.

## **3 Service Delivery**

3.1 Planned NEPTS are required to cover 7 days a week, inclusive of bank holidays.

3.2 The provider is required to operate in line with the services that Service Users are attending. For example, if a clinic commences at 0800hrs the provider will need to be able to provide resource to ensure the first Service User can attend an 0800hrs appointment.

3.3 As of June 2022, outpatient appointments within Dorset start from 0800hrs and finish by 1830hrs. Renal dialysis appointments start from 0700hrs and finish by 2230hrs.

3.4 For out of area and tertiary centre appointments the provider will be required to be flexible to meet the requirements of the Service User's appointment, taking into consideration duration of travel.

## **4 Booking of Transport**

4.1 Planned bookings from provider organisation, for an out of area or repatriation journey, will be made via the NEPTS approved system, following the agreed process of providing twenty-four hours' notice.

4.2 All journeys booked directly by a Service User/family member/carer shall be booked via the Patient Transport Advice Centre (PTAC).

4.3 The booking cut off time for Planned NEPTS journeys is 18:00 on the working day prior to travel.

4.4 The PTAC and NEPTS Providers shall ensure that the eligibility criteria are adhered to by completing a full screening and assessment of whether a Service User meets the criteria for each booking either directly with the Service User or with the person booking the transport or online, this assessment will be recorded by that Provider.

4.5 All requests will be entered directly onto the NEPTS Provider's booking system by the PTAC provider.

4.6 Booking requests, for transportation to treatment centres, will detail whether a return journey is:

- Required at a pre-determined time (Fixed Collection Return Journey).

- At a time yet to be determined (Variable Collection Return Journey). A default time of 1½ hours should be used.
- Not required.

4.7 All bookings must have a booking reference number which must be confirmed:

To the individual or team making the booking:

- Using electronic means if booked online.
- Verbally, physical, or by electronic means if booked by telephone.

To Service Users:

- Using physical or electronic means

Booking confirmation must also include date and appointment time and details of the planned time (or time window) of pick-up.

4.8 A 'Text Pre-Alert' (SMS) with the expected time of collection on the day the Service User is due to travel.

This information must be provided on the day of travel no later than 1 hour before the expected pick-up time.

4.9 Service Users must be given the option to opt out of receiving text (SMS) alerts from the Provider.

If a Service User does not receive a text, the Service User must be contacted by their preferred choice where possible (telephone or email).

4.10 The Provider will inform Service Users and/or NHS treatment centres/ Independent Service Providers delivering NHS funded care in advance of any expected late collection.

## **5 Journey Classification**

5.1 At the time of booking, the journey classification, journey type, escort requirement and Service User mobility must be recorded in accordance with the classification's details.

5.2 The Provider must ensure that the appropriate vehicle is used, based on the Service User's mobility, clinical needs, and subject to the notes detailed in the journey classification Service User mobility table.

5.3 Where the eligible Service User's mobility category is "Wheelchair," the Provider must record any details necessary to ensure that the vehicle and crew dispatched are capable of safely transporting the Service User, considering the type of wheelchair (e.g., conventional, or electric) and any access or egress considerations.

## **6 Data Requirements**

6.1 The provider will collect a data set relating to the Service User or client to enable dispatch of the most appropriate vehicle. As a minimum this must include:

Service User Information:

- Name of Service User (Surname and Forename)
- Address of Service User
- NHS number of Service User
- Date of Birth of Service User
- Contact number for Service User
- Specific mobility needs including where relevant vehicle model needed
- Escort (Medical or Relative)
- Escort Assistance/Support Dog

- Any specific needs

Appointment information:

- Date of Appointment
- Time of Appointment
- Destination/location of appointment (Hospital / Clinic)

Journey information

- Pick up location Including full post code

Destination location Including full post code

- Journey type (admission/discharge/transfer/outpatient appointment/dialysis)
- Journey Classification
- Mileage/Distance band
- Journey Timings (arrival at pick up/leaving pick up/arrive destination) and/or time of collection from appointment if appropriate

GP details

- Service Users GP Name
- GP surgery details and telephone number
- ICB

System details

- Unique Booking Reference Number
- Time booking received
- Caller identification

Any special instructions that the crew may require to support the Service User's journey such as:

- Request a male or female crew member (for acceptable reasons)
- Infection Status (Service User has been recently treated, or is currently being treated for an infectious disease such as norovirus, MRSA, C Diff, or Service User is at risk of being neutropenic)
- Service User requires a continuous supply of oxygen (% or litres)
- Service User has pumps/drips and drains which must not be disconnected during the journey
- Do Not Attempt Cardiopulmonary Resuscitation (DNACPR)
- Bariatric Service User requiring specialist equipment
- Psychiatric Service User requiring support, or anyone assessed as not suitable to transfer with others
- Service User requires any major complex support during the journey such as spinal injury management

## **7 Booking Amendment**

7.1 The amendment of an existing booking to reflect a change in pick-up or drop-off location will be accepted without resulting in the journey being classified as cancelled or aborted, provided that the amendment does not result in a change of healthcare Provider site or residential address and takes place at least one hour prior to the scheduled pick-up time.

7.2 The amendment of the time of an existing booking because of delays to treatment caused by the late delivery of the Service User to the treatment centre by the Provider shall be accepted without resulting in the journey being classified as Cancelled or Aborted.

7.3 No charge will be made for booking amendments.

7.4 Providers must not change the Service User's mobility request prior to the journey taking place unless they have spoken directly to the Service User and latest information regarding the Service User's mobility is highlighted and recorded. Comments must be made in the booking notes giving the reason for the change and who authorised the change.

## **8 Booking Cancellation**

8.1 The Provider will offer a telephone answering service linked to a dedicated line for the purpose of receiving cancellations 24 hours a day.

8.2 This service may be provided using automated means.

8.3 Bookings shall be treated as cancelled at the time messages are left via the service.

8.4 The Cancellation Cut Off Time is 1 hour prior to the scheduled collection time.

8.5 Cancellations received prior to the Cancellation Cut Off Time will be treated as a No cost cancellation.

8.6 No charge is to be made to the Commissioner in connection with any no cost cancellation.

8.7 Bookings cancelled with less than a 1-hour notice will be treated as aborted journeys, except where this is due to the Provider failing to collect a Service User on time.

8.8 Cancelled or aborted bookings requiring re-booking shall be managed appropriately as Planned or Un-Planned dependent upon the criteria for each.

## **9 Journey Cancellation**

9.1 Where a journey is aborted due to the Provider failing to collect a Service User on time:

- The cancellation 'Cut Off' Time shall not apply.
- The cancellation shall be treated as a no cost cancellation.
- The booking will be classified as "Cancelled due to late transport" or other such category as the Commissioner may request.

9.2 Booked transportation may be cancelled without penalty to the Provider if:

- The Provider is a Category 1 or 2 Responder (as defined by the Civil Contingencies Act 2004) and is required to reallocate resources to temporarily support a major incident; or
- The Provider is not a Category 1 or 2 Responder (as defined by the Civil Contingencies Act 2004) and is requested by the Commissioner to reallocate resources to temporarily support a major incident.

9.3 In the event of a major incident the Provider must liaise with the commissioner prior to cancelling any Service User journeys on mass.

9.4 The decision to cancel must not be solely made by the Provider this needs to be done in conjunction with the Commissioners.

9.5 The Provider will advise the Commissioner of any perceived severe weather conditions, and its effects on the provision of the Services. The Provider's Operations Manager,

following prior discussions with the Commissioner and treatment centres/departments may arrange to cancel any pre-booked NEPTS journeys in these circumstances (e.g., very heavy snowfall) with the safety of both staff and Service Users in mind.

9.6 The provider will update the Commissioner with the number of journeys that will be cancelled, and the units/departments affected.

9.7 The Provider will provide a detailed business continuity/contingency plan to demonstrate the resilience of the service.

9.8 In the event of a Provider cancellation of an accepted booking, for reasons other than those detailed in point 9.2, the Commissioner shall be entitled to make alternative transportation arrangements for eligible Service Users and/or eligible escorts at the Provider's cost.

9.9 Cancellation Codes are as defined in Schedule 6 Part A, 1.1b NEPTS Data Spec

## **10 Aborted journeys**

10.1 The Provider has a role in proactively managing the level of aborted journeys. These are defined as journeys where there is less than 1 hours notification of cancellation prior to the collection visit taking place.

10.2 Journeys shall be classed as aborted in cases where:

- The need for transportation no longer exists and notice of more than 1 hours of cancellation is not given prior to the cancellation 'Cut Off' time.
- The Provider's staff arrive to collect a Service User, but the Service User is not at home or otherwise available. In such circumstances, the Provider's staff must:
  - Make every effort to confirm that the Service User is not at home.
  - Contact the control/dispatcher to advise that the Service User is not at home.
  - Leave a written message/calling card, advising the Service User that a crew has called at their address.
- The Provider's staff arrive to collect the Service User from home, but the Service User is not ready to travel after the crew have waited 15 minutes from the booked arrival time.
- The Provider's staff arrive to collect the Service User, but the Service User determines that they are not fit to travel.
- The Service User refuses to travel.
- After notification to the responsible ward or department staff that The Provider has arrived to collect Service Users:
  - the Service User is not ready to travel after 15 minutes wait; or
  - in response to a 'Fixed Collection Return Journey' booking the Service User is not ready to travel after 15 minutes wait.

10.3 Where possible, inform the Unit/department that the Service User was due to attend so they can follow up with the Service User if required.

10.4 Aborted journeys shall incur the same fee as would have been payable had the booked journey been completed.

10.5 Where a return journey has been planned this is to be cancelled. Such cancellation shall be treated as a no cost cancellation.

10.6 The Provider must provide full details of all aborted journeys, monthly, as defined in Schedule 6 Part A, to enable the Commissioner to identify patterns or areas where the same Service User(s) consistently refuses to use booked transport.  
The information must be broken down by reason and by clinic/department/hospital as described in Schedule 6 Part A, 1.1b NEPTS Data Spec

## **11 Transportation of Animals**

11.1 Following conveyance of a support dog, the Provider will undertake (at no additional cost) any cleaning that may be required to return the vehicle to an acceptable level of cleanliness for the conveyance of Service Users. Where an eligible Service User requires a support dog to be conveyed no other Service User shall be transported in the same vehicle.

## **12 Transportation of Goods, Equipment and Service Users' Possessions**

12.1 The Provider will allow carriage of two bags of personal property owned by each eligible Service User on the same vehicle as the Service User, at no additional cost. Any additional baggage to this allowance will be at providers discretion.

12.2 The carriage of additional items or quantities of Service Users' property shall be at the discretion of the Provider but, if accepted, shall be without charge.

12.3 The Provider must also provide carriage for special feeds or dialysis fluids, provided to Service Users during their appointment or at the time of discharge. Such products shall not be included with the Service User baggage allowance.

12.4 Other medical equipment provided to or used by the Service User (e.g., wheelchairs, walking frames, etc.) shall be conveyed.

## **13 Conveyance of the Service User - Pick-up**

13.1 The Provider shall collect Service Users:

- For home to treatment centre journeys: to arrive at the time, or within the time window, for which the booking is confirmed.
- For transfers or discharges: at the time for which the booking is confirmed.
- For 'Fixed Collection Return Journeys': at the time for which the booking is confirmed.
- For 'Variable Collection Return Journeys': within 90 minutes of Service User 'Readiness Notification' being received from the treatment centre (by telephone or online systems).
- Where a return time is not given but is required, the Providers must assume a throughput time of 90 minutes as a default, for the appointment and include a return time on the booking.

13.2 The Provider must collect Service Users:

- On home to treatment centre journeys: from their door, or from inside their home if the Service User requires such assistance.
- On treatment centre to home journeys: the ward, clinic, or waiting area detailed on the booking.
- Using a vehicle appropriate to the Service User's mobility classification.

13.3	<p>The Provider's Staff must show appropriate identification to the Service User being collected and to any other individual who may reasonably request it.</p> <p>The Provider's Staff must:</p> <ul style="list-style-type: none"> <li>• Request that Service Users produce their appointment card or doctors' letter with them and confirm journey details prior to travel commencing.</li> <li>• Where Service Users have mislaid their appointment card, they shall be conveyed in accordance with the booked journey details.</li> <li>• Confirm that the Service Users are carrying any medication they require along with any reading material, food, and drink to cover any delays.</li> <li>• Unless medication may be required during the journey, mislaid medication shall not result in the Provider's refusal to convey the Service User.</li> <li>• The Provider's Staff should ensure that, where appropriate, household appliances have been switched off, the premises are locked, and the Service Users have their keys.</li> <li>• The Provider's Staff should help Service Users to put on outer garments, particularly during cold weather, and they will ensure that Service User dignity is always maintained.</li> <li>• The Provider must ensure Service Users are not left unattended whilst negotiating steps or stairs when entering the vehicle.</li> </ul>
13.4	<p>If a 'Service User Readiness Notification' is received, or the Provider arrives to collect a Service User in accordance with the confirmed collection time, and the Service User is not ready for collection from home or from a ward or department (despite having been confirmed as being ready to travel), the Provider's staff must:</p> <ul style="list-style-type: none"> <li>• Wait up to a maximum of 15 minutes for the Service User.</li> <li>• Note on the booking slip the reason for, and length of, the delay.</li> <li>• Arrange the re-booking of the Service User's journey, as an 'On the Day' booking as appropriate.</li> </ul>
13.5	<p>If any Service User is found in a life-threatening situation the Provider must:</p> <ul style="list-style-type: none"> <li>• Immediately contact the Emergency Ambulance Service, using the 999-telephone system if appropriate.</li> <li>• Contact their controller/dispatcher, who shall in turn inform the Service User's intended destination.</li> </ul>
<b>14</b>	<b>Conveyance</b>
14.1	Service User comfort and safety should always be ensured during transportation.
14.2	The Provider must ensure that all passengers wear fitted seat belts (or other safety restraints/devices appropriate to their mobility classification) and that all vehicles are able to safely secure equipment by means of restraints/straps.
14.3	Service Users refusing to wear seat belts (or other safety restraints/devices appropriate to their mobility classification) must produce appropriate documentation that authorises the non-use of such safety devices.
14.4	Failure of a Service User to comply with this requirement will result in transportation being refused by the operator of the vehicle.



- 14.5 Subject to carrying out a full risk assessment through the providers safeguarding policy, the provider will only withhold or discontinue Service provision under the circumstances noted in Service Condition SC7.
- 14.6 In the event of a Service User becoming unwell during the journey, Provider Staff must:
- Inform the Service User's destination department, at the treatment centre, if the Service User becomes unwell whilst in transit to such a site.
  - Inform either the Service User's relative, carer or GP if the Service User becomes unwell on a journey from a treatment centre.
- 14.7 In the event of a Service User becoming seriously unwell, such that their condition appears life-threatening, Provider Staff must:
- Immediately summon assistance by dialling 999
  - Stay with the Service User until emergency assistance arrives
  - Inform the Service User's destination department, at the treatment centre, if the Service User becomes unwell whilst in transit to such a site.
  - Inform the Service User's relative if the Service User becomes unwell on a journey from a treatment centre.
- 14.8 If the Provider expects the arrival time of a Service User travelling on PTS to be delayed by 30 minutes or more, the Provider must ensure that the Service User's Treatment Centre or department is informed of the expected arrival time and cause of delay.
- 14.9 The Provider must ensure that, when a two-person (driver and attendant) crew is requested to convey any Service User, the attendant remains seated in the rear of the vehicle, travelling with the Service User(s), for the whole of the duration of the journey.
- 14.10 Where the Provider is notified that a Service User has an infectious disease (i.e., MRSA, Norovirus or blood borne viruses etc.), that Service User must be transported without other Service Users present, unless otherwise specified, and undertaking appropriate infection prevention and control (IPC) guidance.
- 14.11 On completion of the Service User's journey the vehicle must be removed from service and cleaned in accordance with the Providers Infection Control /decontamination procedures.
- 14.12 At no time shall Service Users be left unattended whilst in transit.
- 15 Drop-off**
- 15.1 Upon arrival at the intended destination:
- Service Users to arrive within 30 minutes prior to the identified required arrival time and no more than 15 minutes after identified arrival time.
  - If a delay of greater than 15 minutes after appointment time is anticipated, this should be communicated to the appropriate department as soon as practicable.
  - At treatment centre: Service Users are to be transported to the waiting areas designated on the Service User's appointment letter or the booking system.
  - Where there are no designated waiting areas, Service Users are to be conveyed to the relevant clinic or ward.
  - The Service User must be booked in at the clinic/department and not left unattended without a healthcare professional being aware of their presence.

- At home: The Provider's staff must ensure that the Service User gains entry to their home following the return journey.

15.2 The Provider must offer Service Users appropriate help entering and/or exiting vehicles and buildings as required. This is regardless of the Service User's mobility or journey classification.

15.3 Staff of the Provider must ensure Service Users are not left unattended whilst negotiating steps or stairs when alighting the vehicle.

15.4 Service Users must not be delivered to, and left unattended by the Provider in, any waiting area, ward, or clinic prior to the opening time of their destination ward or clinic.

15.5 A suitable handover of the Service User's care will take place with department/unit staff.

## **16 Dignity and Respect**

16.1 The Provider will ensure that the contractual requirements set out in (but not limited to) Service Conditions SC13 Equity of Access, Equality & Non-Discrimination, SC17 Services Environment and Equipment and GC4 Staff are observed at all times

## **17 Confidentiality**

17.1 The Provider must conform with the requirements set out in General Condition GC21 (Patient Confidentiality, Data Protection, Freedom of Information and Transparency)