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Bwrdd Iechyd Prifysgol  
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Swansea Bay University  
Health Board



<b>Meeting Date</b>	<b>25 July 2019</b>	<b>Agenda Item</b>	<b>4.1</b>
<b>Report Title</b>	<b>The future of NEPTS (Non- Emergency Patient Transport Service)</b>		
<b>Report Author</b>	Joanne Jones, Head of Support Services & Malcolm Turner, Finance Delivery Manager		
<b>Report Sponsor</b>	Chris White, Chief Operating Officer		
<b>Presented by</b>	Chris White, Chief Operating Officer		
<b>Freedom of Information</b>	Open		
<b>Purpose of the Report</b>	<p>The purpose of this paper is to request Board approval for the transfer of commissioning arrangements for <b>Non-Emergency Patient Transport Service (NEPTS)</b> services from the Health Board to the Welsh Ambulance Services NHS Trust *WAST) on 1<sup>st</sup> September 2019.</p> <p>Approval is requested so that the Health Board is able to comply with the business case <i>"The future of the NEPTS in Wales" 2016 (Non-emergency patient transport services)</i>.</p> <p>This transfer was approved by the Executive Board on 12<sup>th</sup> June 2019.</p>		
<b>Key Issues</b>	<p>The report describes the service delivery recommendations for WAST and highlights the risks to the Health Board relating to the financial transfer and future service delivery once the commissioning arrangements have transferred.</p> <p>Any risks that have been resolved are not included in this paper.</p>		
<b>Specific Action Required (please choose one only)</b>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input checked="" type="checkbox"/>
<b>Recommendations</b>	<p>Members are asked to: -</p> <ul style="list-style-type: none"> <li>• <b>APPROVE</b> the transfer of the Commissioning arrangements for NEPTS service to the Welsh Ambulance Services NHS Trust from Swansea Bay Health Board on 1<sup>st</sup> September 2019.</li> </ul>		

## THE FUTURE OF NEPTS (NON- EMERGENCY PATIENT TRANSPORT SERVICE)

### 1. INTRODUCTION

The purpose of this paper is to request Board approval for the transfer of commissioning arrangements for NEPTS services from the Health Board to WAST on 1<sup>st</sup> September 2019.

Approval is requested so that the Health Board is able to comply with the business case “The future of the NEPTS in Wales” 2016 (Non-emergency patient transport services). This business case affects all Health Boards in Wales and the transfer from Swansea Bay University Health Board (SBUHB) is part of a phased national series of transfers.

### 2. BACKGROUND

In January 2016 the Deputy Minister for Health approved the plans developed by Health Boards and the Welsh Ambulance Service NHS Trust (WAST) to modernise NEPTS in Wales.

There were eight service delivery recommendations specified for WAST and the following table provides an update on the position (any risks that have been resolved are not included in this summary):

***(note: these are not SBUHB issues to resolve and are for information only)***

Service Recommendations	Aim of Recommendations	Current Position July 2019	Status
Introduce a single national telephone number for NEPTS in Wales	To make it easier for patients and healthcare professionals to contact the service	3 out of the 5 units have 1 number. Swansea Bay call centre is included in 1 of the 3	To be reviewed and revised position confirmed by WAST 31.7.19
Improve discharge and transfer services for all scheduled care	To help improve patient flow and experience.	Action is still in progress. Discussions are taking place about an All Wales discharge and transfer service to be led by the Emergency Ambulance Services Committee (EASC)	To be reviewed and revised position to be confirmed by WAST and EASC 31.7.19
Extend current hours of service	To provide a wider window of service to support earlier / later appointments.	Discussions are ongoing as resources to implement the scheme are still an issue	To be reviewed and revised position confirmed by 31.7.19
Introduce an enhanced service for renal, oncology and end of life care patients	To help improve patient and healthcare professionals	Service has improved but further refinement of service is required	To be reviewed and revised position confirmed by 31.7.19

Service Recommendations	Aim of Recommendations	Current Position July 2019	Status
	experience and clinical outcomes		
Engage a range of 3 <sup>rd</sup> party transport providers to help support the delivery of NEPTS	To improve flexibility, responsiveness, efficiency and effectiveness.	Swansea Bay already has a number of 3 <sup>rd</sup> party partners and this will be enhanced by WAST in the future	To be reviewed and revised position confirmed by 31.7.19
Explore how health and social care might work together	Development of new transport strategies and solutions that improve efficiency and effectiveness.	Not actioned as yet	To be reviewed and revised position confirmed by 31.7.19
Introduction of a national suite of NEPTS service standards, requirements, quality and key performance indicators	To introduce new generic NEPTS standards that help ensure services are provided equitably across Wales.	Agreed and ready to be implemented	Actioned but waiting to be implemented Revised position to be confirmed by 31.7.19

### 3. GOVERNANCE AND RISK ISSUES

Many of the operational issues have already been actioned, however, some of the strategic commissioning arrangements are still outstanding. The Health Board's finance department has appointed a finance officer to manage the financial transfer which has eliminated the financial concerns.

Many of the risks and issues originally highlighted in April 2018 have been resolved, the following table highlights the 19/20 financial year position:

All Wales Original Risks /Issues	Swansea Bay Position July 2019	Swansea Bay Position April 2019
The funding available for NEPTS has been agreed in principle but service changes and CiP's within the Health Board have implications on the funding streams the longer the transition period is.	<p>On the 1<sup>st</sup> September 2019, Swansea Bay will be transferring £2.933m part year effect to WAST (£4.514m recurrently) to cover the agreed NEPTS service that is transferring.</p> <p>However, an element of the recurrent value from April 2020 (i.e. £303k for Renal Transport) is still under discussion between the Health Board, WAST, WHSSC and the Renal Network.</p> <p>This recurrent funding will not been agreed by 1<sup>st</sup> September 2019 but it is envisaged that this will be resolved by the time the recurrent value will come into effect in April 2020/21.</p>	<ol style="list-style-type: none"> <li>1. As part of the Bridgend Boundary Change (BBC) on 1<sup>st</sup> April 2019, 3 external providers and their costs/budgets were transferred to Cwm Taf Morgannwg (CTM). These costs were included in Cost Centres that were transferring to CTM as part of the overall Financial Impact Statement (FIS)</li> <li>2. Also as part of the BBC, two of the contracts with WAST were split between Swansea Bay and Cwm Taf Morgannwg using agreed disaggregation percentages. These too were part of the overall FIS</li> <li>3. All the remaining current NEPTS external providers and the balance of the WAST contracts will transfer from Swansea Bay to</li> </ol>

All Wales Original Risks /Issues	Swansea Bay Position July 2019	Swansea Bay Position April 2019
		WAST on the 1 <sup>st</sup> September 2019, along with their costs and budgets 4. These remaining costs are either fully funded or within the Units' run rate
Inconsistent service delivery models.	WAST have now confirmed that the current Swansea Bay delivery model will continue after 1 <sup>st</sup> September 2019.  Any future All Wales service changes will be consulted on at the appropriate time.	Agreed but discussions with WAST are resolving the concerns. WAST will have contracts in place by 1 <sup>st</sup> September 2019
Lack of clarity on delivery of transfer and discharge service model across Wales.	WAST have now confirmed that the current Swansea Bay delivery model will continue after 1 <sup>st</sup> September 2019.  Any future All Wales service changes will be consulted on at the appropriate time.	Ongoing not yet resolved. Resources implications and service models need to be agreed.  An update position is expected by 31/07/19.

#### 4. FINANCIAL IMPLICATIONS

All the remaining current NEPTS external providers and the balance of the WAST NEPTS contracts will transfer from SBUHB to WAST on 1<sup>st</sup> September 2019, along with their costs and/or budgets.

These costs are either fully funded, or within the Units' run rate for the Financial Year 2019/20.

Please note however, than an element of the recurrent value from April 2020 (i.e. £303k for Renal Transport) is still under discussion between the Health Board, WAST, WHSSC and the Renal Network.

This recurrent funding will not been agreed by 1<sup>st</sup> September 2019 but it is envisaged that this will be resolved by the time the recurrent value will come into effect in April 2020/21.

#### 5. RECOMMENDATION

Members are asked to: -

- **APPROVE** the transfer of the Commissioning arrangements for NEPTS service to the Welsh Ambulance Services NHS Trust from Swansea Bay Health Board on 1<sup>st</sup> September 2019.



Governance and Assurance		
<b>Link to Enabling Objectives</b> (please choose)	<b>Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities</b>	
	Partnerships for Improving Health and Wellbeing	<input checked="" type="checkbox"/>
	Co-Production and Health Literacy	<input type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	<b>Deliver better care through excellent health and care services achieving the outcomes that matter most to people</b>	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input checked="" type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>
Health and Care Standards		
(please choose)	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input checked="" type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
Quality, Safety and Patient Experience		
<p>The aim of the transfer is:</p> <ul style="list-style-type: none"> <li>• to improve discharge arrangements</li> <li>• introduce an enhanced service for renal, oncology and end of life care.</li> <li>• explore opportunities of integrated working between Health and Social Care.</li> </ul>		
Financial Implications		
<p>As part of the Bridgend Boundary Change (BBC) on 1<sup>st</sup> April 2019, 3 external providers and their costs / budgets were transferred to Cwm Taf Morgannwg (CTM). These costs were included in cost centres that were transferred to CTM as part of the overall Financial Impact Statement (FIS).</p> <p>Also as part of the BBC, two of the contracts with WAST were split between Swansea Bay and CTM using agreed dis-aggregation percentages. These too were part of the overall FIS. All the remaining current NEPTS external providers and the balance of the WAST contracts will transfer from Swansea Bay to WAST on 1<sup>st</sup> September 2019, along with their costs and budgets.</p> <p>These costs are either, fully funded or within the Units' run rate.</p>		
Legal Implications (including equality and diversity assessment)		
There are no known legal implications.		
Staffing Implications		
There are no staffing implications relating to this change, it is a change to "commissioning arrangements".		

<b>Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)</b>	
<p>This paper will have an impact of the “The Well-being of Future Generations (Wales) Act 2015, 5 ways of working.</p> <ul style="list-style-type: none"> <li>○ <b>Long Term</b> - By providing a specialist dedicated non-emergency patient transport service with dedicated care standards.</li> <li>○ <b>Integration</b> - By attempting to integrate all public body transport into one commissioned service.</li> <li>○ <b>Collaboration</b> – With Councils, third sector providers to provide a dedicated service.</li> <li>○ <b>Involvement</b> – Stakeholders and CHC are involved</li> </ul>	
<b>Report History</b>	A briefing report was prepared for Executive Board April 2018 and April and June 2019.
<b>Appendices</b>	There are no appendices attached to this report.