

# Transport Non-Emergency Patient Transport & General Transport

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**Working in partnership**

The Royal Wolverhampton NHS Trust  
Walsall Healthcare NHS Trust



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# Non-Emergency Patient Transport

- ERS Medical Services Transport all patients in/out of RWT locations if the patient is registered to a Staffordshire GP which includes South Staffordshire/Cannock/Stoke/North Staffordshire/East Staffordshire
- All other ICB patients within the Black Country area are transported by West Midlands Ambulance Service – this is the majority of our patients coming into RWT.
- Telford/Shrewsbury patients transported to RWT outpatients by EZEC ambulance services
- Clinics transported to includes 5 x Renal units, Community clinics, West Park Hospital, Cannock Hospital, Maltings Mobility Centre.
- 24/7 service, main outpatient clinics serviced between 8am and 7pm.



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# Non-Emergency Patient Transport cont

- Out of hours transport from 7pm-8am normally discharges out of wards or Emergency Departments.
- Other Hospitals in the region ie Russells Hall/Walsall Manor have the same non-emergency ambulance service provision
- WMAS can have up to 500 journeys a day servicing RWT locations
- ERS can have up to 100 journeys a day servicing RWT locations
- Renal Patients are also transported on a Saturday to the 5 x Renal Units
- Other weekend transport normally discharges from wards or Emergency Department.



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# Non-Emergency Patient Transport cont

- Eligibility Criteria is in place based on **medical need only**.
- Definition of Medical Need “Clinical need for treatment does not imply a need for patient transport. The principle which applies is that the patient must be able to reach and return from hospital in a reasonable time and in reasonable comfort, without detriment to their medical condition. If this is not possible, patient transport may be provided.
- National guidance produced by the DoH in 2022 stipulates what should be included within the criteria
- <http://www.england.nhs.uk/wp-content/uploads/2022/05/B1244-nepts-eligibility-criteria.pdf>
- Patients are advised/questioned on this eligibility when booking their transport and may have their booking refused if not eligible.



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# Non-Emergency Patient Transport cont

- The contract stipulates that all patients should arrive 30mins before or 10 minutes after their appointment time, therefore patients are told to be ready up to 2 hours before their appointment time as traffic and other patient collections can affect this.
- Discharges - 95% of patients should be collected within 120 minutes after being booked ready to travel. (most bookings are on the day)
- Outpatients – 95% of patients should be collected within 90 minutes after being booked ready to travel. (all planned journeys)
- Patients that may be treated in our hospital in a tertiary service or due to requirement for emergency care when away from home, who reside in another region i.e. Devon/Wales would be collected by 'their' transport provider.



# Non-Emergency Patient Transport cont

- During 'winter pressures' a private ambulance service supports with discharges out of the discharge lounge or bespoke transport requirements. This enables us to maintain flow when the Trust is facing capacity pressures and there is increased activity for the ambulance services.
- In 2023/24 (to-date), non-emergency transport activity is approx 60% above the original contracted levels. This is in terms of numbers and complexity of patients. Recognising the impact on service provision discussions are taking place between the ICB, Ambulance service and the Trust Executive Team.
- Financial help is available under the governments Healthcare Travel Cost Scheme for patients who **do not** have a medical need for Ambulance transport and who cannot meet the cost of travel. Patients can claim if they receive certain benefits. <https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/>
- Patients are made aware of the scheme by either the department they are visiting and/or the benefit office they are associated to.



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# Partner Agencies

- West Midlands Ambulance Service (contracted by Black Country ICB)
- ERS Medical Services (contracted by Staffordshire ICB)
- Staffordshire ICB
- Black Country ICB
- Cartello Ambulance Service (Private service used by RWT)
- Immediate Care Ambulance Service (Private service used by RWT)
- Britannia Taxi Service – (3rd party to WMAS)
- Triple 20 Taxi Service – (3<sup>rd</sup> party to WMAS)
- 24/7 Taxi service – (3<sup>rd</sup> party to ERS)



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# Relationship Management

- The Trust manages the admin team who book non-emergency transport (only Trust in the Black Country/West Midlands)
- There is a WMAS discharge lead who works closely with the NEPTS and Capacity Team on site to prioritise discharges
- Supported ERS to 'plan' journeys at the start of their contract due to being unfamiliar with patient transport (weekly meetings with service and ICB)
- Home visits facilitated when there may be a difficult transfer
- Directorate Manager for Patient Services at the Trust participates in contract review meetings with the ICB and Service Providers
- Incidents for both services, which are mainly delays to transport, are shared with both ambulance services for them to investigate and reply to the Trust. These are also shared with the ICB who manage the service
- Directorate Manager for Patient Services is part of the tender review and contract award process.
- Information provided to Councillor Carol Hyatt to support non emergency transport using the bus lanes in Wolverhampton to improve journey times



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# General Transport

- The Transport department is based out of Bentley Bridge in Wolverhampton. The Trust directly employs approximately 110 drivers to provide the Transport service.
- Bentley Bridge is a warehouse facility that takes deliveries of continence products and stores for Wolverhampton community sites. Specimen sample products are also picked and packed within the warehouse for Wolverhampton GPs and community sites.
- All Transport vehicles are tracked using GPS technology.
- The department operates a garage to service and maintain the fleet.



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# Services Provided

- Radio Pharmacy Deliveries (ADR qualified drivers and vehicles)
- Clinical Waste collections (ADR qualified drivers and vehicles)
- Temperature controlled drug deliveries
- Specimen collections to UN 3373 regulations
- Postal deliveries
- Stores deliveries
- Furniture deliveries
- Minibus transport – patient and staff
- Temperature controlled food deliveries in 7.5t vehicle
- Discreet Contenance delivery to 9000 patients own homes across the City



# General Transport - Contracts

- The Trust Transport provide the following services to other organisations in addition to Wolverhampton services.
- Transport and Warehousing facilities to Birmingham Community Healthcare NHS Foundation Trust delivering courier services to over 100 locations for BCHC.
- Internal postage via courier for Birmingham Women's & Childrens Hospital NHS Foundation Trust
- Courier services to Walsall Healthcare NHS Trust.
- All Specimen collections for Black Country Pathology Services
- Specimen collections to over 1000 GPs daily for Cytology. Collections across Hereford, Worcester, Coventry, Warwick, Shrewsbury, Stoke, Telford, Birmingham and the Black Country



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# Partner Organisations

- Sandwell and West Birmingham NHS Trust



- University of Birmingham NHS Trust



- Black Country Healthcare NHS Trust



- Wolverhampton City Council

- Arnold Clark



- Black Country Pathology Services

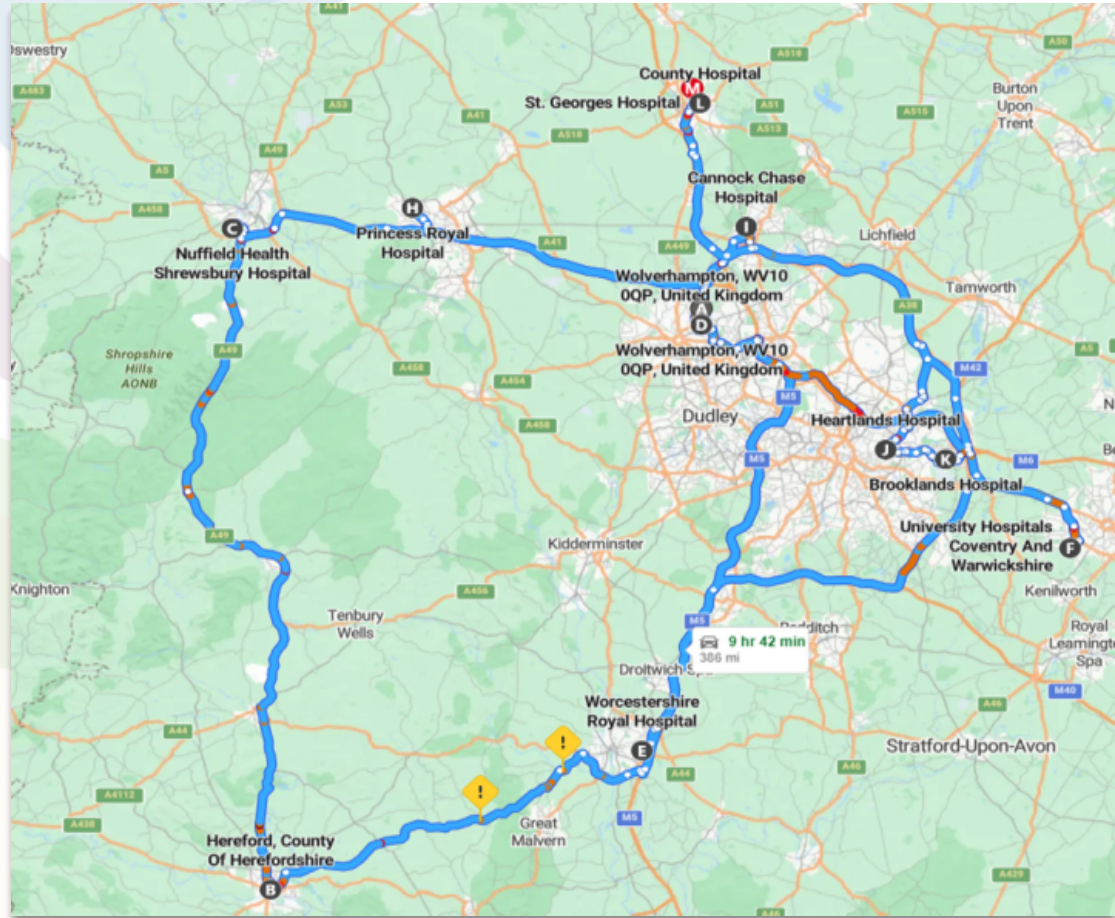


- Birmingham Community Healthcare NHS Foundation Trust



- Walsall Healthcare NHS Trust





Over 2,000,000 miles travelled per year!

80 vehicles including 7.5t, 3.5t minibuses, large courier vans, refrigerated vans, courier vans



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Thank you  
Any Questions



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