

'You Said – We Did' - engagement outcomes and actions

Renal patient transport service

Thames Ambulance Service Ltd (TASL) began providing the patient transport service (PTS) in North Lincolnshire in October 2016. Prior to the contract being awarded, an engagement exercise was carried out locally about PTS called [Keeping the Wheels in Motion](#) to enable local people and their experiences to inform the new service specification.

On March 26 2018, the CCG announced it was to commission a new non-emergency patient transport service. A refreshed service specification was developed to go out to procurement in the summer with the new service in place by April 2019.

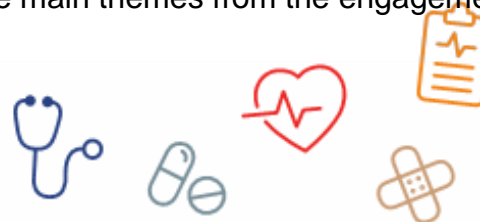
Who did we talk to?

To inform the new service specification the engagement findings from 2016 were considered, but the CCG wanted to engage separately with the group of patients who use PTS to access regular and frequent renal services about their specific experiences and needs. Face to face engagement with patients undergoing dialysis took place at the renal unit at Scunthorpe General Hospital over a one week period between April 26th and May 2nd, using a short survey. The majority of North Lincolnshire patients at each session chose to take part in the survey with 49 being completed over the engagement period.

Patients were asked about their travel arrangements to and from the dialysis unit; current experience of NHS funded transport services and for their views on how services could be improved and what commissioners should consider when planning patient transport services for renal patients (priority patients in terms of patient transport).

What have we done about the things people told us about renal patient transport?

Some of the things patients told us we were able to incorporate into the service specification and other comments and ideas will be used to shape other areas of work. The following considers the main themes from the engagement and our response.



What you told us	What we have done about it
<p>For renal patients, who have a requirement for planned regular journeys, punctuality and comfort of service provision is important.</p>	<p>The service specification states that patients should arrive at the healthcare setting no earlier than thirty minutes before their booked treatment start time and be collected from the healthcare setting no later than thirty minutes after their treatment has finished.</p>
<p>Patients were concerned about lack of coordination on patient journeys, and collection times to and from healthcare appointments.</p>	<p>The service specification states that the provider must manage the bookings and delivery of multiple appointment blocks efficiently.</p>
<p>There should be standards of care to ensure all drivers see their patients safely into their home and provide assistance with mobility issues when required. Drivers could also receive first aid training and some form of awareness training to enable them to better understand the needs of dialysis patients and basic first aid training.</p>	<p>The service specification states that the provider must ensure the patient gains entry to their residence. The service provider should ensure its staff and volunteers have access to mandatory and professional development training and education to support service delivery.</p>
<p>The vehicles being used to transport renal patients should meet the specific access needs of the patient and provides a comfortable journey particularly after dialysis when some patients experience nausea and fatigue. Most patients are happy to share transport with others but do want to avoid unnecessary travel where possible.</p>	<p>The service specification states that transport provision for priority patients must take account of the possible difference in the needs of the patient prior to and after treatment.</p>

