

## **1. What does the project aim to do?**

NHS Bristol is working with NHS South Gloucestershire, NHS North Somerset and the acute Trusts to improve PTS. The work will include:

- Reviewing the eligibility criteria so they are more easily understood.
- Improving adherence to the eligibility criteria so we reduce inappropriate usage.
- Piloting and setting up an easy booking process where the eligibility is checked – options are a central booking office which patients can phone, web based booking and having designated staff able to make the booking such as renal service where there are a high number of users.
- Improving communication with patients on when they will be picked up.
- Setting standards for pick up and delivery times.
- Reducing the number of cancellation/aborted journeys (currently around 1 in 5).
- Improve the service so in future it can respond to requests for moving patients on the same day and pick up from new destinations.

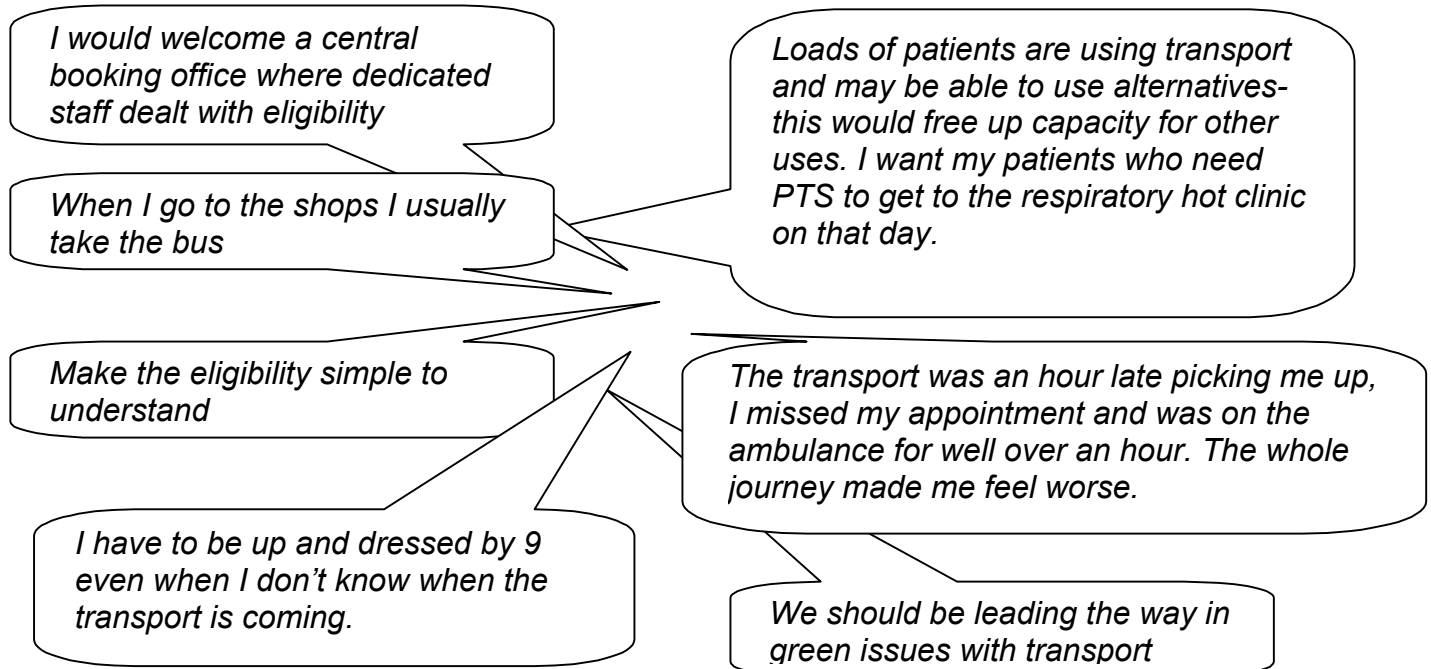
We will be working on improving the current performance and will be going out to tender this year with the aim of a new service starting in 2010/11. We want the new service to also reduce the carbon footprint.

## **2. Who currently provides PTS and who is eligible?**

PTS is currently provided by Great Western Ambulance Service (about 60% of journeys) and a host of other sub contractors. There are over 200,000 journeys per year at a cost of around £5.5 million across the 3 PCTs. (The split is around Bristol 48%; North Somerset 16%, South Gloucestershire 26%, Other PCTs (10%).

**Eligible patients should be those with a medical condition which requires skilled support of PTS staff or where it would be detrimental to the patient's condition/recovery to travel by other means.**

### 3. What have we heard so far?



### 4. What we want to know

There are a number of area we would like your views on.

- What do you think of the current service?
- Do you think the eligibility criteria are adhered to or inappropriately used?
- What kinds of questions should be asked to assess if patients are eligible?
- Are there transport services not currently provided that you want?
- How can we make the service better for you if you use it regularly?
- Would you like a central booking office with just one number to call?
- Are there specific quality indicators we should set when we go out to tender?

### 5. Who do I send my views to?

If you would like to mail your views please send to: **Debbie Fear, Policy & Involvement Officer, The Carers Centre, The Vassall Centre, Gill Ave., Bristol, BS16 2QQ.**

You can type your response directly into our web page found at [www.prtcarserscentre.org.uk/carersvoice](http://www.prtcarserscentre.org.uk/carersvoice)