



**CARE  
THAT  
COUNTS**

# **Patient Transport Services**

23<sup>rd</sup> March 2011

# Agenda



- Introduction
- Background
- Where we are now

# Introduction



Martin Speechley, Patient Transport Manager

# Reminder of background



- Patient Transport Policy last reviewed approximately 15 years ago
- The Trust spent approximately £1.3m on patient transport in 2009/10, transporting approximately 45,000 patients
- The average patient transport trip cost £30.73
- From 2007, patient transport is provided by Door2Door. Prior to that, contract held by London Ambulance Service (for 20+ years)

## Where we are now



- Parkhill Audit in 2010 reviewed patient transport services and advised that not all patients receiving transport met the DH criteria.
- This led to the policy being reviewed involving all staff groups (Ward Sisters, Matrons, Nursing Services Managers, Nursing Executive, Clinical Site Practitioners, Assistant Directors of Operations, GP Practice Managers)
- Finalised by Clinical Governance Committee in October 2010
- DH guidelines regarding eligibility criteria within the policy are not new, but do need to be enforced
- Now working with GP practices to agree a generic electronic Hillingdon patient transport booking process