

Emergency Ambulance Services Committee – Non-Emergency Patient Transport Services Commissioning Intentions 2022-23

This document sets out the approach and guiding principles to the Commissioning Intentions for Non-Emergency Patient Transport Services (NEPTS) for the period 2022-23 and beyond.

These intentions aim to reflect the strategic direction from Committee Members to limit the additional asks on commissioned organisations this year including, but not limited to, minimising meetings, reporting and developments in order to allow for NEPTS to focus on the pandemic response, stabilisation and recovery of services but also to begin the next phase of the transformation and modernisation of NEPTS, following completion of the transfers of work.

Intentions aim to support the transition of performance management arrangements to focus on outcomes, value, quality and safety of service delivery.

These intentions are not intended to set out all activity that will be undertaken this year by commissioners or the provider, but to provide a clear indication of the strategic priorities of the Committee for NEPTS for 2022-23.

[Guiding Principles for 2022-23](#)

- Intentions will:
 - be at the strategic level
 - focus on outcomes, value, quality and safety of service delivery
 - support the delivery of the quadruple aims
 - have annually agreed aim(s), product(s) and indicator(s) that will provide an outline of what will be provided within each intention
 - ensure reasonable expectations for the improvement of NEPTS
 - recognise the challenges of resetting in the post-covid environment and the opportunities to fast track service transformation and modernisation
- Ongoing engagement and review between WAST, commissioners and Health Boards will allow the detail of each intention to be refined during the period, if required.

- Intentions will not replace or override extant requirements within the Quality and Delivery Framework or statutory targets or requirements.
- Intentions will recognise that some elements of work have taken longer than expected and next year will include an element of consolidation and review.

Development and monitoring

- In line with the agreed commissioning cycle, organisations have been asked for their view on the priorities for next year and consequently a principle of the incremental development of existing commissioning intentions has been adopted
- EASC Management Group will hold responsibility for the development and monitoring of progress against these intentions to ensure the strategic intent is achieved
- Regular updates will be provided to the NEPTS DAG
- Future intentions will continue to be developed in a collaborative and timely manner in line with the agreed commissioning cycle

NEPTS Commissioning Intention – CI1: Plurality Model

The Trust and its Commissioners will collaborate to improve the efficiency, quality of service and outcomes for patients.

Commissioning Statement

The delivery of a quality ambulance service requires effective, safe and people-centred care. To realize the benefits of quality health care, ambulance services must be timely, equitable, integrated and efficient. The plurality model creates a single national market place that sources a range of patient transport providers that are quality assured by a robust governance framework, creating opportunities to deliver a more efficient, timely and people-centred service.

CI1a	Resource Efficiency - Demonstrate that resources are being utilised effectively following transfer of work. This will include the re-design and renewal of patient contracts inherited via the transfers of work to deliver the best patient transport model for Wales ensuring value and efficiency of utilisation. The second phase will of this work will focus on the procurement strategy, fully reviewing who is best placed to deliver the various aspects of patient transport in accordance with NEPTS objectives and standards.
CI1b	Plurality Providers - Continue to expand and improve the availability of plurality providers and to increase the focus on quality, improved patient experience, value and sustainability.

NEPTS Commissioning Intention – CI2: Demand

The Trust and its Commissioners will collaborate with stakeholders to understand system requirements in order to align resources to effectively manage service demand.

Commissioning Statement

Non-emergency patient transport services operate in a complex environment. The delivery of a quality ambulance service requires effective, safe and people-centred care. To realize the benefits of quality health care, ambulance services must be timely, equitable, integrated and efficient. A mature health system proactively seeks opportunities to improve quality and performance. Continuous improvement based on learning from data and feedback must be a cornerstone of ambulance provision.

CI2a	Planning - Implement improved and dynamic planning process that maximises the utilisation of resources and ensure stability and resilience for future demand.
CI2b	Demand Management - Utilise a range of options including effective use of resources, effective rostering and closer working with the patient and Health Board colleagues to deliver appropriate transport requirements.

NEPTS Commissioning Intention – CI3: Capacity

The Trust and its Commissioners will collaborate with stakeholders to understand system requirements in order to create, align and maximise resource capacity.

Commissioning Statement

Non-emergency patient transport services operate in a complex environment. The delivery of a quality ambulance service requires effective, safe and people-centred care. To deliver the benefits of a quality health care service, ambulance services must be timely, equitable, integrated and efficient. To ensure delivery of these benefits the Trust and stakeholders must work collaboratively to create, align and maximise resource capacity.

CI3a	Transforming Capacity - Implement processes to increase NEPTS capacity within current internal and external resources including workforce and fleet.
CI3b	Reducing Lost Capacity - Implement improvement plans and oversight arrangements to deliver reduction in lost capacity due to system inefficiencies. This includes a requirement on WAST to ensure more effective use of internal resources (workforce, fleet and estates), there is also a requirement for improved collaboration and communication with Health Boards to minimise lost time at hospital sites.

NEPTS Commissioning Intention – CI4: System Transformation

The Trust and its Commissioners will work collaboratively to transform internal systems and will work with stakeholders to understand the wider system transformation that is taking place.

Commissioning Statement

WAST and stakeholders will work collaboratively through the NEPTS Delivery Assurance Group to identify areas for improvement across WAST’s internal operating systems and to understand the impact of reconfiguration across the wider health system.

CI4a

Forecasting and Modelling Framework - A collaboratively developed forecasting and modelling framework will set out the ongoing arrangements for proactively undertaking this work for the next decade, this will include demand-led forecasting and modelling and health economic evaluations. This will ensure the required strategic, tactical and operational focus to tactically plan and forecast seasonal fluctuation and to ensure resource and resilience during times of system pressure.