



Patient Transport Service
YAS Forum
13 January 2015



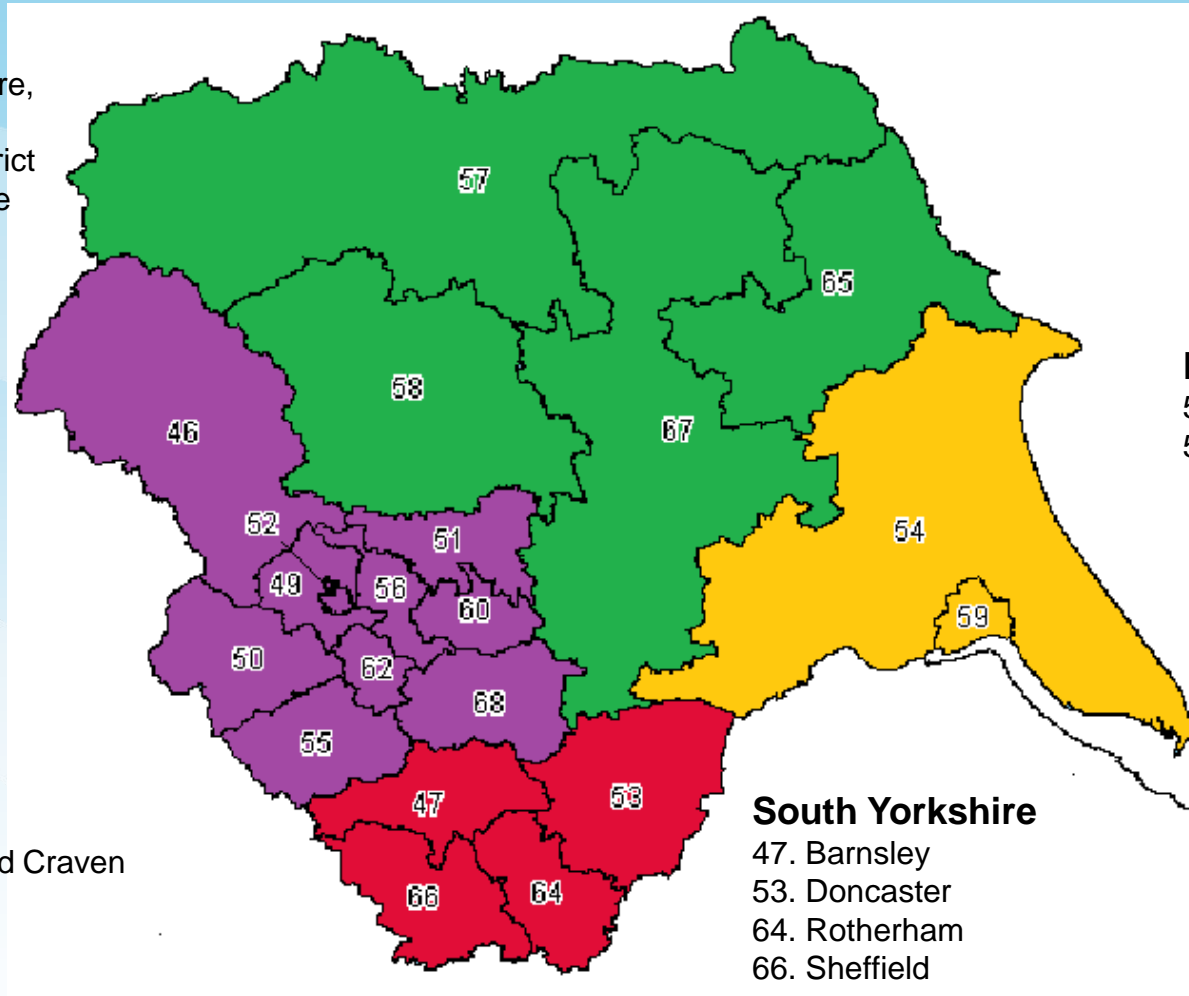
PTS Contracting

North Yorkshire

- 57. Hambleton, Richmondshire, & Whitby
- 58. Harrogate and Rural District
- 65. Scarborough and Ryedale
- 67. Vale of York

West Yorkshire

- 49. Bradford Districts
- 52. Bradford City
- 50. Calderdale
- 51. Leeds North
- 56. Leeds West
- 60. Leeds South & East
- 62. North Kirklees
- 68. Wakefield
- 55. Greater Huddersfield
- 46. Airedale, Wharfedale and Craven



East Yorkshire

- 54. East Riding
- 59. Hull

South Yorkshire

- 47. Barnsley
- 53. Doncaster
- 64. Rotherham
- 66. Sheffield



Facts and Figures

- As at January 2015
 - Total number of PTS staff stands at 696
 - Over 1,000,000 PTS journeys delivered each year
 - Fleet of 450 vehicles
 - Award winning apprenticeship programme
 - Over 100 volunteer car drivers
 - Three regional deployment hubs

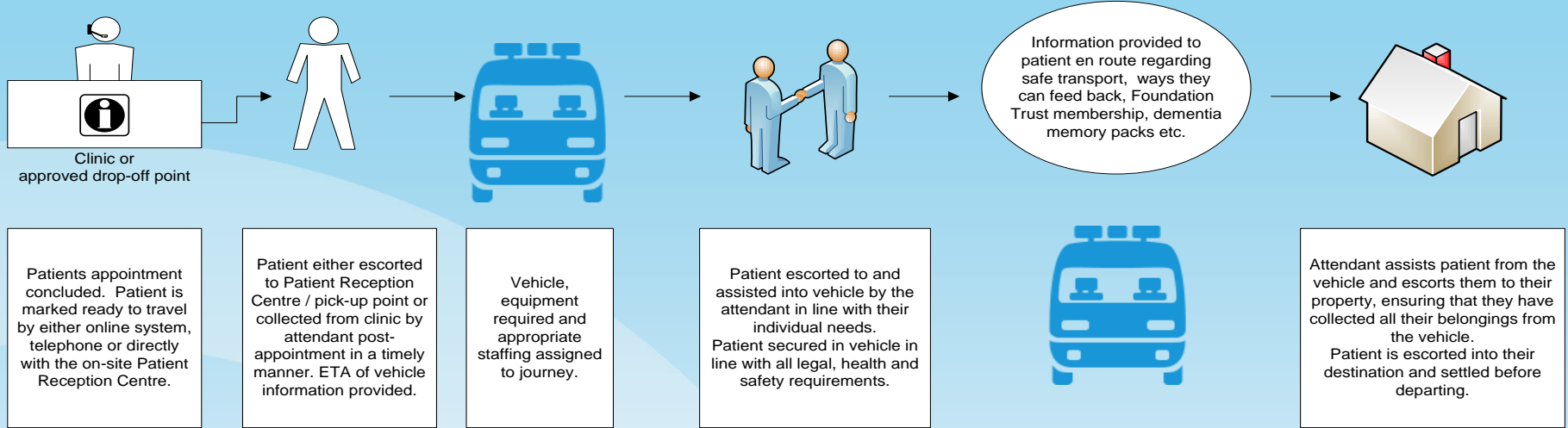


PTS Pathway

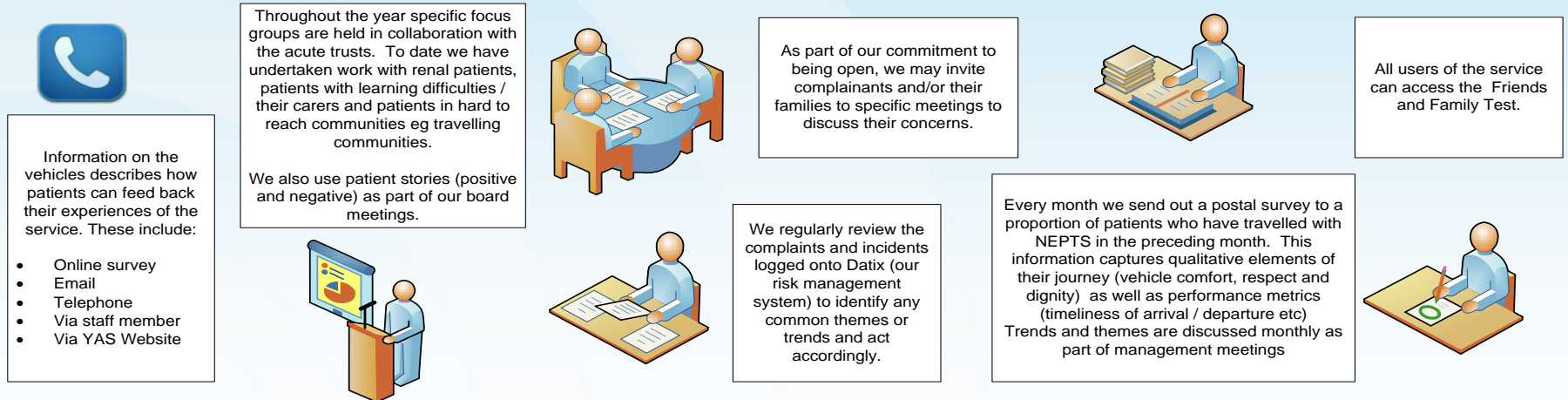
- **Call Receipt**
- **Eligibility Screening and Bookings**
- **Skilled resource deployment**
- **Risk Assessment**
- **Collaborative pathway management**



ON THE DAY OF TRAVEL - OUTWARD JOURNEY



POST EXPERIENCE FEEDBACK



PTS Quality Measures

Key Performance Indicators

- Pick up and Arrival Times
- Wait times following Ready to Travel
- Patient Satisfaction Surveys
- Compliments / Complaints Monitoring



"I am very happy with the service, they are all polite a credit to the service provided."

"The service is thoughtful, caring & highly efficient. The staff are very kind & helpful, always have a smiley face."

High Patient Satisfaction

"I have always been treated with respect and kindness."

"My first experience with the ambulance service. I did feel safe and reassured that my husband was in capable hands. First class."

"I am very satisfied with the drivers they help me get in and out of the car or other transports and show me where to go. Very pleased."

"The ambulance team were very reassuring and professional. They treated me with care and consideration. They also explained what was happening and going to happen"



Challenges

- **Overtly commercial market**
- **Commissioner appetite and guidance to tender**
- **New competitors and low barriers to entry for some services**
- **‘Level playing field’ - ?**
- **Impact of changing complexity on resources required and associated costs**
- **Age and unreliability of current fleet**



Next Steps

- **Publicise our services and positive patient experiences more widely**
- **Rationalise our fleet**
- **Improve the flexibility of our deployment**
- **Maximise technology opportunities**

