Non-emergency patient transport services questionnaire

We would like to ask you some questions about your use of and views on the future of NHS-funded non-emergency patient transport services in Oxfordshire.

This is not about emergency 999 ambulance transport or transport for patients using mental health services. These services will continue as they are currently provided in Oxfordshire and are not part of this consultation process.

This consultation is about those journeys which are provided by the NHS to enable patients to get to appointments or investigations in out-patient hospital departments.

We are keen to understand whether the current way in which we determine whether patients should receive patient transport is appropriate to the changing needs of people in Oxfordshire, is comparable to the criteria used by other Clinical Commissioning Groups across the country and is sustainable for the future.

The non-emergency patient transport service costs the NHS in Oxfordshire over £3,700,000 a year and in the last financial year we spent approximately £380,000 of this on patients who were able to use ‘walk on’ transport; that is patients who could travel by car and need no assistance in getting in and out of a vehicle. These patients are typically transported by the equivalent of a family car or minibus.

Approximately £686,000 was spent on providing single crew transport for patients who require minimal assistance in getting in and out of a vehicle. These patients also typically travel by family car or minibus, but a care assistant is available to help them get in and out.

The remaining funding for patient transport was spent on patients with more complex needs, such as wheelchair bound patients requiring two people to assist them in and out of vehicles, patients requiring a stretcher during transit or those requiring care during their journey such as patients receiving oxygen.

The NHS needs to ensure it spends its money wisely and fairly so that we can go on meeting the increasing demand from patients for services.

These demands are increasing because:

- the population is getting older and typically when older may need to use health services more often,
• there have been advances in technology and medicine that allow patients with long term conditions or disability to live independently and manage their condition at home for longer before requiring care in hospital,

• patients have higher expectations of the care that they receive from the NHS and expect services to be available for longer hours and in locations closer to home.

Oxfordshire Clinical Commissioning Group has to make sure that we use the money we do have in new ways and to the best effect to help our patients.

In 2011, Oxfordshire Primary Care Trust consulted on the eligibility criteria for non-emergency patient transport services and it was agreed that patients that ‘could travel by car and need minimal assistance in getting in and out of a vehicle’ would no longer be eligible for non-emergency patient transport services.

Oxfordshire Clinical Commissioning Group would like your views on how we can strengthen the current eligibility criteria for patients that can walk to include:

Option A
• Patients capable of walking and getting in and out of vehicles unaided and patients who can walk but require minimal assistance from a single ambulance crew member to get in and out of a vehicle will no longer be eligible for patient transport - these are people who can use the equivalent of a friend’s or relative’s car, taxi, public or voluntary transport

• Within the walker and single crew groups we would support continuing to provide patient transport to those receiving active care or treatment at the appointment by chemotherapy, radiotherapy, renal dialysis, eye surgery, deep vein thrombosis or vascular clinic treatment, patients who are up to six weeks post-transplant and those requiring care during transit, such as oxygen.

Option B
• We would further like to discuss with the public whether we should make those who are receiving support in chemotherapy, radiotherapy, renal services and podiatry but not undergoing treatment at the appointment eligible in addition to the above.

Under both options, the consultation will enable opportunity to explore and highlight any further areas of eligibility the CCG should consider.

Before completing this questionnaire and giving your views on the possible future of NHS patient transport in Oxfordshire, please read the consultation document attached which explains this in more detail. Further information is also available in the May 2014 Board papers at the following link: http://www.oxfordshireccg.nhs.uk/get-involved/board-meetings/
For ALL to complete: Questions (please tick or fill the circle to indicate your answer)

1) Please tell us about your interest in NHS patient transport

- I am a patient that has previously used NHS patient transport
- I am a carer for a patient that has used NHS patient transport
- I am a patient or carer that has been denied NHS patient transport
- I work within the Patient Transport service for SCAS
- I am a volunteer driver / co-ordinator for a community transport service
- I am a user of a community transport service
- I am a member of NHS staff/work at a GP practice
- I am an elected official, representing the views of my constituents
- I support /work for an organisation which has an interest in patient transport

Please state which organisation you work for or support.
_______________________________________________________

- I have a general interest in health matters
- Other- please state
_______________________________________________________

2) Oxfordshire Clinical Commissioning Group (OCCG) has a finite amount of money to commission (purchase) health services and treatments for everyone in Oxfordshire. OCCG has to ensure that we improve the health and well-being of the population within the resources (both staff and money) available.

This means that OCCG has to make difficult choices about the services it funds.

With this in mind please could you tell us if you agree or disagree with the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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</thead>
<tbody>
<tr>
<td>NHS patient transport should be available for people who need it for a medical reason. The reason why they need it should be checked</td>
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<td>NHS patient transport should be available to people who think they need it for a medical reason without a check on their needs</td>
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<td>NHS patient transport should only be available for people that cannot use a car or public</td>
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<td>Transport in their normal, daily lives because of a medical reason</td>
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<td>Patient transport should only be available to people receiving direct treatment at the appointment (e.g. dialysis or eye surgery) or require care by a health professional during the journey and <strong>not</strong> for any other reason</td>
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<td>Patient transport should not be provided by the NHS. People should make their own way to or from hospital or NHS services</td>
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<td>Patient transport should be available to everyone, whether their need is medical or social, but only if that person receives certain (e.g. disability) benefits</td>
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<td>Patient transport should be available to everyone, whether their need is medical or social (e.g. due to cost or difficulty of journey) but only if the journey is over a certain distance.</td>
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<td>Patient transport should be freely available to anyone who wants it, whether their need is medical or social.</td>
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**Other- please state**
3) Please could you tell us if you agree or disagree with the following changes to the eligibility criteria for non-emergency patient transport services:

<table>
<thead>
<tr>
<th>Change Description</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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<tr>
<td>Patients that typically do not require management during transit, such as oxygen, who are currently accessing single crew ambulance cars, should no longer be eligible for non-emergency patient transport services under new criteria</td>
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<td>Patients that typically do not require management during transit, to attend an Oncology Clinic (for review without receiving chemotherapy or radiotherapy during the appointment), should no longer be eligible.</td>
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<td>Patients that typically do not require management during transit, to attend a Podiatry Clinic (for review without receiving treatment), should no longer be eligible.</td>
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<td>Patients that typically do not require management during transit, to attend a Renal Clinic (for review without receiving treatment), should no longer be eligible.</td>
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4) The current eligibility criteria states that patients who ‘cannot stand or walk by themselves more than a few steps and, cannot travel by public transport or in a family or friend’s car’ are eligible for non-emergency patient transport services.

Oxfordshire CCG would like to change this criteria to the statement below. Please could you tell us if you agree or disagree with this change of wording:

<table>
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<tr>
<th>Patients who: ‘are unable to stand unaided by another person and cannot manage any journey in private or public transport for the purposes of daily living or have a disability and are genuinely unable to travel by private or public transport to and from their appointments or for the purposes of daily living by virtue of their disability’ are eligible for non-emergency patient transport services.</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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If you have any alternative suggestions to this wording please tell us here:

5) If you have any other comments you would like to make about this consultation or the future of NHS patient transport, please indicate below:
Personal Details
We would be grateful if you would provide the following information – it will help us know if we have received responses from a representative group of people.

Age Range
Under 16
16-24
25-34
35-44
45-54
55-64
65-74
Above 75

Gender
Male
Female
Prefer not to say

Ethnicity
White
Mixed
Asian or Asian British
Black or Black British
Chinese
Other
Prefer not to say

Do you consider yourself to have a disability?
Yes
No
Not stated

If you would like to hear the outcome of this work we would be happy to send you any details. Please complete your name and address below.

Name:
Address:

Email address:
Telephone number:

Please return all completed questionnaires by 8 August 2014 to:
For further information about this consultation please email:
cscsu.talkinghealth@nhs.net or call 01865 334638
Please complete if you have used patient transport services in the last 2 years:

6) How do you normally travel to the shops or your local doctor’s surgery?
   - I drive myself
   - Friends or family take me by car
   - Community car scheme
   - Bus
   - Dial a Ride
   - Train
   - Taxi
   - Walk
   - Bicycle
   - Mobility scooter
   - Other- please state

_______________________________________________________

7) How was your journey booked?
   Tick all which apply to you
   - I phoned the patient transport number
   - I booked my journey online
   - Via my GP surgery
   - Via the outpatient department or hospital ward at the hospital I attended
   - Other- please state

_______________________________________________________

8) Please tell us the reason for using patient transport
   - I am a carer and was accompanying someone else
   - I needed stretcher, sling or hoist transport
   - I needed wheelchair transport
   - I was being treated with chemotherapy, radiology or renal dialysis
   - I had eye surgery, attended the vascular clinic or recently had a transplant
   - I have a disability that prevents me from travelling by private or public transport in my daily life
   - I have a medical condition that may deteriorate if I were to travel by private or public transport
   - I needed care during the journey, such as having oxygen
   - I needed bariatric transport
   - Other- please state

_______________________________________________________

9) Please tell us where you were travelling to or from?
   - Churchill Hospital
   - Horton Hospital
   - John Radcliffe Hospital
   - Nuffield Orthopaedic Centre
10) Do you use PTS to travel between hospitals for your treatment or appointments?
   Yes ☐
   No ☐

11) If you have travelled by patient transport services do you think you will be affected by this change? (Please read the information hand-out before answering this question)
   Yes ☐
   No ☐

12) If you answered yes, please tell us more about your answer. For example if you will need to make your own way there how easy or difficult would this be for you.

13) If you have any other comments you would like to make about this consultation or the future of NHS patient transport, please indicate below.
If you would like to hear the outcome of this work we would be happy to send you any details. Please complete your name and address below.

Name:  
Address:  

Email address:  
Telephone number:  

If you would like to hear the outcome of this work we would be happy to send you any details. Please complete your name and address below.

Name:  
Address:  

Email address:  
Telephone number:  

Please return all completed questionnaires by 8 August 2014 to:

Oxfordshire Clinical Commissioning Group, Communications & Engagement  
FREEPOST RRRKBZBTASXU  
Jubilee House  
5510 John Smith Drive  
Oxford Business Park South, OXFORD OX4 2LH

For further information about this consultation please email:  
cscsu.talkinghealth@nhs.net or call 01865 334638