

**Minutes of Transport for Health Working Group**

**Held on Friday 22<sup>nd</sup> January 2010**

**10:00 – 12:00hrs**

**Boardroom, Brook House**

**Chair**

David Hall DH KCC Head of Transport Development

**Attendees:**

Babajide Ojo BOJ NHS Medway Community Contracts Commissioning Manager & Lead for PTS

Dave Laws DL Chairman East Kent Association of Older Citizens forum

David Muir DM NHS ECK Communications Manager

Frank McCarvill FM EKHUFT Associate Director of Facilities

Jeremy Cooper JC Stagecoach – Commercial Director

Jill Read JR Swale Borough Council Regeneration Projects Officer

Joy Hadaway JH NHS ECK Patient Public Engagement Manager

Karen Thompson KT NHS ECK Urgent Care Locality Development Manager

Kenneth Cobb KC KCC Transport Integration Manager

Louise Murrell LM Kent LiNK Development Worker

Nigel Whitburn NW Rural Kent Community Development Manager

Bob Digby BD SECamb PTS Manager

Vivien Nash VD NHS ECK Market Management Facilitator

(Rep for Ray Berry)

Robert Miller RM Stagecoach Commercial Manager

Stephen Carey SC Public Representative

Sue Sawyer SS VC Transport Manager

Tony Kinnear TK EKHUFT PTS Head of Health Care

Tim Woolmer TW KCC Corporate Policy Manager

(Rep for Martyn Ayre)

Zoe Fright ZF NHS ECK Senior Lead Commissioner Urgent Care

**Apologies:**

Andrew Cole AC NHS ECK Head of Urgent and Continuing Care

Bridget Owen BOW VC Transport Manager

Claire Martin CM NHS ECK Acting Assistant Public Health Director – Dover and Thanet

David Plumstead DP East Kent Pensioner's Forum – Transport Representative

Martine McCahon MM NHS WK Commissioning Manager and PTS Lead

Martin Ayre MAY KCC Senior Policy Manager

Matthew Arnold MAR Arriva Business Development Manager

Sheila Flynn SF Canterbury DC Senior Transport Planner

**Present:**

Jayne Dixon JD NHS ECK Urgent Care – Team Administrator

Item		Action
1	<p><b>Welcome, Introductions and Apologies</b> Apologies were noted and introductions were made.</p>	
2	<p><b>Minutes of the Last Meeting</b> Amendments were noted for the following items:</p> <p>Item 2 – Sheila Flynn (SF) reported Canterbury City Council are seeking to improve a park and ride with a direct link to Kent &amp; Canterbury Hospital, to be funded by the Hospital (as part of their Travel Plan) and possibly other relevant local organisations that might benefit from such a service.</p> <p>Item 4 – Bridget Owen (BOW) suggests it would be helpful if all Volunteer Centre advert were to appear in EKHUFT leaflet.</p> <p>The minutes from the previous meeting will be re-circulated to the group to reflect the above corrections.</p>	<p style="text-align: center;">KT</p>
3	<p><b>Purpose of THWG</b> ZF explained that the Terms of Reference (ToR) had been revised to reflect revised membership. The group agreed with the revisions and the ToR were signed off by the group.</p> <p>JH mentioned that John Fletcher (a member of THWG representing the patient and public) has resigned from THWG. ToR to be amended to reflect this.</p> <p>LM confirmed that an alternative representative from the Kent Links will be a member of the group. LM will advise us of the change of member once this has been agreed.</p> <p>The ToR will be reviewed twice a year.</p>	<p style="text-align: center;">KT</p> <p style="text-align: center;">LM</p> <p style="text-align: center;">THWG</p>
4	<p><b>Patient Transport Services/THWG Draft Action Plan</b></p> <p>ZF gave a quick presentation on the governance of the THWG, confirming that the THWG reports directly into the PCTs Urgent Care Commissioning Steering Group. ZF explained the structure up to the PCT Board and that the aims and objectives if the THWG has the full support from the PCT senior management team.</p> <p>An overview of projects was presented by KT.</p> <p>Group discussions took place for all 4 projects i.e. Communication, Commissioning and Contracting, Eligibility Criteria and Needs Assessment/Feedback.</p> <p><b>1. COMMUNICATION PROJECT</b></p> <p>JC commented that there is a lack of understanding about what is available not</p>	

<p>only to patients but also to NHS staff. JC advised that we need to ensure that buses are central to the projects. The action plan will be updated to reflect this.</p> <p>SC commented that he felt leaflets available about services do not content villages in remote rural areas. SC also commented that the allocation of hospital appointments does not reflect where people live and how difficult it is for them to travel to hospital at certain times of day.</p> <p>TK commented that there is a need to centralise information, not just leaflets but also what is published on internets, including for example what the local hospital is advertising. TK agreed to provide KT details of what is currently made available to patients at East Kent Hospitals.</p> <p>DL commented on the following highlighting these as priority areas for the public: there needs to be a sensible appointment system; NHS Health publications need to include details of timetables; the out of hours evening PTS service at the hospital needs to be communicated; there needs to be free parking for bereavement circumstances; taxi charges from hospitals need to be explored; and mini buses and safety belts need to be looked at.</p> <p>NW commented that signposting people through publicity is an ongoing exercise rather than an ongoing project. ZF confirmed that the action plan takes this into account, recognising the need for ongoing evaluation of the impact publicity has.</p> <p>TW advised that we link in with other channels to communicate information about transport, including Gateways, libraries, District Council HQ's, Access Kent and Tourist Information offices. The action plan will be updated to reflect this.</p>	<p>KT</p> <p>TK</p> <p>KT</p>
<p><b>2. CONTRACT AND COMMISSIONING PROJECT</b></p>	
<p>KT confirmed that Project 2 (Commissioning and Contracting) is led by the NHS ECK Urgent Care Commissioning Steering Group. However the work and outcomes of THWG will inform commissioning and contracting. The THWG will be kept informed and updated on progress in this area.</p> <p>ZF confirmed that the two main PTS contracts for ECK are with East Kent Hospitals and with South East Coast Ambulance. Part of our work in this area is to ensure that we have robust contracts in place which we performance manage</p>	
<p><b>3. ELIGIBILITY CRITERIA PROJECT</b></p>	
<p>Members of the THWG requested a copy of the Department of Health eligibility criteria and local criteria. The available criteria will be circulated to the group.</p> <p>JC asked if a patient's elibility was purely based on physical needs of a patient</p>	<p>KT</p>

<p>or whether it also took into account the location of the patient. For example do the criteria consider the bus access services for a patient?</p> <p>TK confirmed that each patient's eligibility for NHS funded transport is based on their clinical need and their doctor assesses this before patients are referred to PTS.</p> <p>TK explained that a number of questions are asked to assess a patient's eligibility. However some patients have become used to this question and seem to answer in a way that ensures that they get free transport.</p> <p><b>4. NEEDS ASSESSMENT AND FEEDBACK PROJECT</b></p> <p>KT gave an overview.</p> <p>The group agreed that this project could look at NHS staff travelling to hospitals and their needs.</p> <p>NW commented that issues around carers and visitors to hospitals should be part of this project.</p> <p>SS suggested that there is a need to look at hospital and GP DNAs to see if any DNA's are linked to transport / travel issues. This will be incorporated into the action plan.</p> <p>After the discussions about the 4 projects LM from Kent LiNK gave a brief update on the transport project that the Link has been undertaking. LM confirmed that there are similarities with the Links transport project and the priorities of the ECK THWG and is focused on best practice across Kent and Medway and is intended to highlight areas that need further investigation.</p> <p>LM agreed to meet with KT after today's meeting to share progress of the LiNK transport project and agree how their work will link with the THWG and be incorporated in the action plan. ZF requested that an update on the Link transport project would be useful to table at the next THWG meeting.</p> <p>Project members were assigned and agreed to Projects 1, 3 and 4, details as follows:</p> <p>Project 1 – Communication KT, DL, SS, BOW, JH, JC, TW/MA, KC, DH, RB/VN.</p> <p>Project 3 – Eligibility Criteria KT, TK, FM, KC, DH.</p> <p>Project 4 – Needs Assessment &amp; Feedback KT, JC, SS, DP, BOW, NW, JR, RB/VN, LM, KC, DH, JH.</p> <p>All members were asked to confirm that they supported the Action Plan and</p>	<p>KT</p> <p>LM/KT</p>
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	the identified projects. The group confirmed their support and sign up to the plan.	
<b>5</b>	<p><b>Next Steps</b></p> <p>THWG members contact details be circulated to members of THWG.</p> <p>ZF confirmed that the Action Plan is a working document and will be updated on a regular basis and reviewed at each meeting.</p> <p>Separate meeting to agree way forward for THWG projects and support to members to be agreed.</p> <p>All project members will receive some information before the next meeting to confirm how they will input to each of the projects.</p> <p>Final version of Action Plan to be circulated.</p> <p>The meeting in March will focus mainly on Projects 1, 3 and 4.</p>	<p><b>KT</b></p> <p><b>DH, ZF, KT, AC, KC.</b></p> <p><b>KT</b></p> <p><b>KT</b></p>
<b>6</b>	<p><b>AOB</b></p> <p>SC suggested that THWG may want to set up an internet blog to keep in contact with each other and follow trails of PTS discussions. The Group agreed that this is an option for those in THWG with access to the internet. JH suggested that THWG could use an information forum website <a href="http://www.huddle.net">www.huddle.net</a>. This will be explored further.</p>	
<b>7</b>	<p><b>Date of Next Meeting:</b></p> <p>25<sup>th</sup> March 2010  Time: 1000 to 1200  Venue: Board Room, Brook House, Whitstable.</p>	