

**Forest of Dean Health Forum
West Dean Centre, Bream
Tuesday 3rd March 2020 - 7.00-9.00pm**

Notes

Patient Transport in the Community

Present:

Caroline Smith - CCG	Nick Gibson - E-Zec
Louise Currie - Lydney Dial-a-Ride	Lyndon Biddle - Newent Dial-a-Ride
Richard Stirling - Lydcare	Paul Mockett - E-zec Medical
Albert Weager - Chair	Linda Vaughan - Secretary
Jim Spiers - Treasurer	Sylvia Francis - Committee/West Dean PC
Di Martin - FODDC/CTC	Lynn Sterry - Cinderford TC
Heather Weager	P Huins
Ann Hurcombe - Great Oaks Lead	Ruth Wadley - Newent TC
Hilary Bowen - GHNHST	Jackie Jenkins - GHC
Mary Thurston- Friends LDH	John Thurston - Friends LDH
Angela Davies - FriendsLDH	Doug Battersby
Phill Hucks - Orchard Trust	Barbara Jenkins
Stuart Kerlake	Claire Smeeth - Crossroads Care
Simon Richards - E-zec Medical	Tess Tremlett - Lydney TC

Welcome and introductions.

Speakers:

Representatives from our local hospital transport providers were there to tell you about the services they offer and to answer questions.

Caroline Smith - CCG

Nick Gibson - E-Zec

Louise Currie - Lydney Dial-a-Ride

Lyndon Biddle - Newent Dial-a-Ride

Richard Stirling- Chairman Lydcare

Paul Mockett - E-zec Medical

Simon Richards - E-zec Medical

E-zec is a private company providing non-emergency transport to hospital under the guidelines set by the Patient Transport Advice Centre (PTAC). They follow an NHS Care Pathway to ensure patient care and dignity and they work Monday to Friday, The Advice Centre is run by the South West Community Support Unit and it follows the national eligibility criteria. Patients need to call PTAC at least 24 hours prior to their appointment to be advised of their eligibility and will then be given a pick-up time by E-zec. E-zec aim to allow a margin 75 minutes to collect patients and 75 minutes to bring them home. The need for escorts is taken into consideration as is the type of transport needed e.g wheelchair, ambulance or car. Dialysis patients are entitled to NHS funded transport.

To enquire about your eligibility for free transport please ring: 01278 726968

Community Transport

This consists of the Dial-a-Ride services and the local voluntary car services.

If you are not eligible for free hospital transport the Community Transport Service may well be able to help. There is a charge of 45 or 50 pence a mile and it is a door to door service. If you are on a low income or benefits you may be able to claim back the cost of this transport through the Healthcare Travel Cost Scheme. It was noted that in Gloucestershire you are not able to have a cash repayment but will need to submit a claim form which is sent to Newcastle for verification.

The Community Transport Providers are catering for: Elderly, frail, disabled people in rural areas with no access to transport, people without regular transport or access to public transport, Carers, Visually impaired.

Dial-a-Ride have their own vehicles and are able to accommodate wheelchairs

The voluntary Care Drivers use their own vehicles.

All the services stated that they are extremely busy and need more volunteer drivers.

Great concern was expressed about the eligibility criteria which was felt to be too stringent and open to interpretation. There were examples of where this seemed to be the case.

Also of major concern was the Travel Reimbursement system. This appeared to be causing a lot of hardship to some of the more vulnerable and less well-off people, who either could not afford the up-front cost or could not cope with the burden of form filling and the wait for reimbursement. There were examples from drivers where patients had either not tried to claim or had not attended their appointments. There had been many attempts to obtain the figures for the financial aspect and the justification for the change in Gloucestershire but to no avail.

There was concern over the timing of appointments. Patients are told that they can ask for a later appointment to avoid the long delays getting into Gloucester or Cheltenham but in practice this is not happening and early appointments are still being sent.

Albert will support Hilary, our patient representative, to take this to the board. It was suggested that the hospital transport vehicles should be allowed to use the bus lane.

Contact information:

Dial-a-Ride Lydney - 01594 843809

Dial-a-Ride Newent - 01531 821227

Bream VCS - 01594 560257

Lydcare - 01594 860143

For more advice and help - PALS - 03007775577

Apologies:

Rob Mauler, Brian James - Bream Voluntary Car Service, Paul Roberts, Ingrid Barker, Peggy Jordan, Lyn Teague, John Simister, Angela Potter

1. Matters Arising from minutes of February 2020

There has been no reply from the CCG about the contract for Forest Sensory Services

Age Concern appear to have a long term problem which has resulted in the closure of the Meals on Wheels and befriending services.

2. Updates, Reports and correspondence

The Forum decided that it was not cost effective to continue to put an advert in Forest Bee

Ann Hurcomb explained the new booklet called "Respect" which is designed so that people can express their wishes for end of life care. It stands for the "Recommended Summary Plan for Emergency Care and Treatment. The process creates a personalised recommendation for your clinical care in emergency situations where you are not able to make decisions or express your wishes.

It was felt that there is not the capacity to respond to Urgent/Emergency Care in GRH. Albert will write to ask about declining capacity. The Delayed Transfer of Care is also a concern.

Changes to the emergency services mean that Cheltenham ED is open from 8am to 8pm. After 8pm it is minor injuries only.

Gloucester is open 24 hours to deal with emergencies.

There seem to be problems at the booking office with appointments for people from the Forest where timing and travel time is not taken into account. In theory appointments can be made to avoid traffic problems but this is often not happening.

There will be a workshop for Health Professionals to discuss the set-up of the new hospital.

It was agreed that attention should also be paid to the urgent care/minor injury provision in other areas. There is a suggestion that responsibility for this should lie with the GPs but they may not have the capacity or resources to be able to be responsible for this.

3. Treasurers Report - Balance of £518.16

4. Chair's report

[Chair's Report to Forest of Dean Health Forum 030322](#)

- 1402 Attended County PPG meeting at Churchdown where Becky Parish advised that some local PPGs are more active than others and that a template is in production to give guidance. The Information Bus will be travelling wide in the coming weeks, sometimes with PALS on board. A general roundup of events and consultations was given to attendees. Jo White Programme Director for Primary Care talked about phlebotomy services with people advised to get this service at local level GPs.
- 2502 Attended A&E Delivery Board at Sanger House. Considerable focus on Coronavirus and attendees were advised that there was good collaborative working in Gloucestershire. Performance figures for urgent and emergency care were discussed. There were some concerns about the pressures on the Acute Trust as more people presented at ED causing congestion. The number of Delayed Transfers of Care remains of concern. These plummet at weekends and during school holidays. The number of pre midday discharges is increasing as more PTS journeys are booked the previous day. The discharged lounge was reported as now being a more comfortable area.
- A patient (FoD) story was presented which showed a challenging task encountered by visiting health teams as patient did not want community nurses to attend. Crisis plan put in place which seemed acceptable to carer husband.

Albert Weager Chair 020320

Claire Feehily
 Non Exec. Director
 Glos. Hospitals NHSFT
 Alexandra House
 Sandford Road
 Cheltenham
 Glos. GL53 7AN

41 Coalway Road
 Coleford
 Glos.
 GL16 7HQ

March 5th. 2020

Scheme

Dear Claire,

The Forest of Dean meeting on main agenda in the Community. representatives of local transport



Health Forum held its March Tuesday of this week. The feature was Patient Transport Contributions were made by the commissioned service and providers.

Hospital Travel costs were discussed and the delays in receiving payments from the Trust, by those eligible to receive them.

Some years ago now this situation was discussed at a county wide meeting where, a finance officer from the Trust declared that delays were in place to combat fraud.

At Tuesday's meeting the local providers challenged this policy, considering to no longer be tenable and sustainable.

The idea behind the scheme is to provide payments for travel 'on the day' This is the case elsewhere. Gloucestershire patients in difficult circumstances financially have to pay for transport as they use it and then wait weeks for reimbursement. Sometimes another hospital journey has to be made, incurring further costs.

Is this discrimination?

Will you please raise this issue with the Board with a view to setting up 'on the day' reimbursement, which will be very much a patient centred policy.

Separately, but linked, is parking for voluntary car drivers. Recently space which could be used ,at no cost, to the patient has been lost to parked up PTS vehicles. This now puts more cost onto financially vulnerable people.

Members at a very well attended meeting, found the reimbursement policy no longer acceptable. It was felt that the Trust's system should be able to properly manage a claim without imposing a delay.

The Forum will very much welcome your support to achieve this long overdue change.

Yours sincerely, Albert Weager Chair FOD Health Forum

