

***IMPROVING NON-EMERGENCY PATIENT  
TRANSPORT SERVICES IN LEICESTER,  
LEICESTERSHIRE AND RUTLAND***



# ***INTRODUCTION AND WELCOME***

*Joanna Clinton*

*Head of Contracts and Provider  
Performance*

*Leicester, Leicestershire and Rutland*



Leicestershire Commissioners in 2016/17 reviewed and redesigned the non-emergency patient transport service to ensure that patients in Leicester, Leicestershire and Rutland, who are eligible experience an effective, safe, appropriate and timely service



We understood that the current service wasn't working as well as it should be. To design the new service we:

- Listened to patients
- Listened to carers
- Talked to the hospitals
- Explored the market
- Undertook a robust procurement
- Appointed an experienced provider

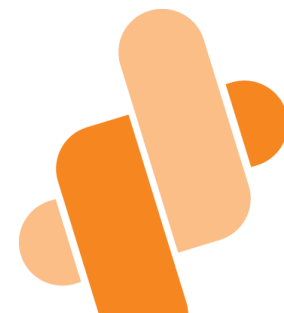


We want a service that is:

- Patient centred
- Efficient
- Seamless for patients
- Innovative
- Efficient and value for money



## Welcome TASL



***PROVIDING NON-EMERGENCY  
PATIENT TRANSPORT IN LEICESTER,  
LEICESTERSHIRE AND RUTLAND***

*Margaret Serna, Chief Executive &  
Stewart Briggs, Regional Director*

**TASL**



# Our director team



Margaret  
Serna  
**CEO**



Lee Barham  
**Chief  
Operating  
Officer**



Graham Briggs  
**Director of  
Corporate  
Services and  
Workforce**



Andy Tuke  
**Finance  
Director**



Sue  
Flintham  
**Regional  
Director  
North**



Stewart Briggs  
**Regional  
Director  
Midlands and  
South**





# A bit about us

- Operating since 1985 – originally Canvey Island, Essex
- Became TAS from 1998
- Acquired by current management 2013
- Headquarters & Control in Lincoln
- 19 Operational Bases
- 500,000 patient journeys annually
- 350 Vehicles
- 750 Staff
- £25m turnover
- Leicester, Leicestershire & Rutland 1<sup>st</sup> October

**TAS**



Public entities

Private sector



Our core values	Our core behaviours
Improve as a team	<ul style="list-style-type: none"> <li>• We always support</li> <li>• Identify and act upon unsafe or poor practice</li> <li>• Work together as a team</li> </ul>
Being compassionate kind and understanding	<ul style="list-style-type: none"> <li>• Positive interaction and engagement</li> <li>• Attentive to the needs – providing patient centred care</li> <li>• Delivering empathy</li> </ul>
Show and promote respect	<ul style="list-style-type: none"> <li>• Feel comfortable to challenge</li> <li>• Listen and consider</li> <li>• Be aware of our impact on others</li> </ul>
To be effective through efficiency	<ul style="list-style-type: none"> <li>• Being adaptable</li> <li>• Being an effective communicator</li> <li>• Being credible through transparency and candour</li> </ul>
Behaving and operating professionally	<ul style="list-style-type: none"> <li>• Being reliable and organised</li> <li>• Work within guidelines and frameworks</li> <li>• Be responsible and accountable</li> </ul>



## WE ARE PASSIONATE ABOUT:

- **GETTING IT RIGHT**
  - *RIGHT TIME*
  - *RIGHT PLACE*
- *RIGHT RESOURCE*





- Consulted extensively with Arriva staff and their trade unions – 98 staff are joining us from 1/10/17
- Recruited 25 new staff
- Secured new bases in Leicester and Loughborough



- Procured and equipped a new fleet of:-
- 35 Cars (Renault captures)
- 29 Wheelchair access vehicles (Mercedes Vitos)
- 9 PTS Stretcher ambulances (Peugeot Boxers)



Who is eligible – patients who

- Have a medical condition that prevents them from travelling to hospital by other means
- Have treatment with side effects that require the support of specialist staff
- Have a medical condition that might put them at risk of harm if travelling independently
- Have health needs that require medical assistance during transport.



## How do I book my transport?

- Call 0345 241 3012
- Connects with our contact centre for eligibility screening – remember to have your appointment time/place, and NHS number to hand
- Receive a booking reference for any future queries/changes
- In time – you can view and change your booking on an App



## Concerns or issues

- In advance or on the day of your booking? - call our contact centre on 0345 241 3012
- After your journey if you want to provide positive or negative feedback? – call our Patient Experience Team on 0808 164 4696 Or email: [PET@thamesgroupuk.com](mailto:PET@thamesgroupuk.com)

TASL

Working in partnership with the **NHS**

*Patient Transport  
Service*

*Supporting you on your journey to and from your medical appointments.*

*Your non-emergency patient transport provider for Leicester, Leicestershire and Rutland.*

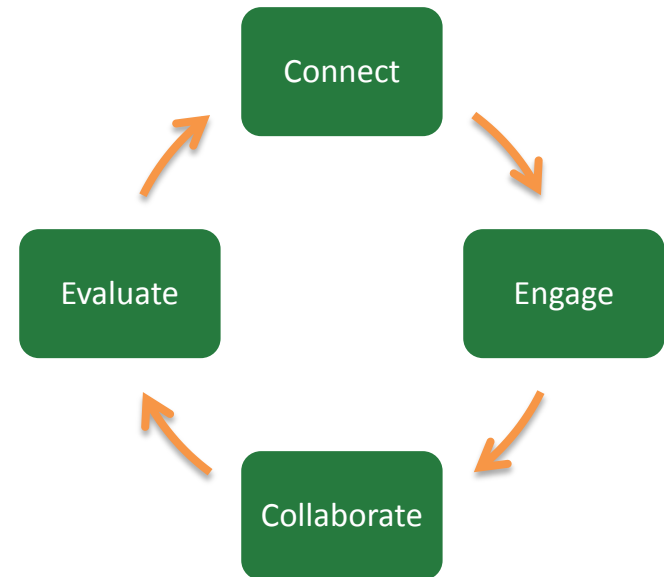




# TASL Engagement Strategy

More work to do in Public and Patient Engagement –

- Sustaining and Building Relationships through:-
- Cyclical process
- Culture of continuous improvement
- Building Trust and Confidence
- Identify Patient Champions – Locally Identified Actions
- ‘You Said We Did’ - Feedback loop



## QUESTIONS AND ANSWERS



## *MEET THE TEAMS*



# Meet the teams

- Commissioners and contracting
- Engagement Team
- Ambulance care Assistants/drivers
- TASL Management Team
- Contact centre staff including a demonstration of HealthCab
- Vehicles (outside)



# *CLOSING REMARKS*



*THANK YOU*

