

**PTS Programme Board Minutes
Wednesday 26th October
10.15-11.00am
Friars Walk, Lewes, BN7 2PB**

In attendance:

Sally Smith (SS)	Director of Delivery & Primary Care, HWLH CCG
Derek Laird (DL)	PTS Advisor, HWLH CCG
Katie Merrien (KM)	Programme Manager, HWLH CCG
REDACTED (MB)	Programme Support Officer, HWLH CCG
Glynn Dodd (GD)	Chief of Development & Transformation, CWS CCG
Dr Sarah Richards (SR)	HWLH CCG, Chief of Clinical Quality & Performance
Ian Thompson (IT)	Business Unit Manager (Sussex), Coperforma

Apologies:

Alan Beasley	Chief Finance Officer, HWLH CCG
Michael Clayton	Managing Director, Coperforma
Graham Griffiths	H&R CCG/EHS CCG, Director of Performance & Delivery
David King	Crawley CCG & Mid-Sussex, Chief Operating Officer
Renee Padfield	B&H CCG, Head of Commissioning- Planned & Urgent Care

No.	Items	Action
1	Welcome and apologies for absence	
	Apologies were noted as above. The Board noted that the meeting was not quorate.	
2	Declarations of Interest	
	None were raised.	
3	Minutes of the last meeting	
	The minutes from the previous meeting were reviewed and approved.	
4	Action Log	
	The action log was reviewed and updated and will be circulated with the minutes.	All to review
5	TIA Report- on recommendations	
	<p><u>Lessons Learnt Meeting on Monday 31st October</u></p> <ul style="list-style-type: none"> - SS reported that the CCGs were holding a Lessons Learned meeting with representatives from all parties involved in service spec development, procurement and mobilisation (excluding Coperforma) to reflect on the TIAA report, individuals' experiences and lessons learned. SS noted that the meeting would include a presentation from TIAA and an update on implementing TIAA's recommendations, with the majority of the session dedicated to an open discussion open discussion between all attendees (including a Patient Forum representative). <p><i>Post-meeting note: Lessons Learned meeting was rearranged to 14 November.</i></p>	

No.	Items	Action
	<p><u>Patient Forum Feedback</u> KM reported that the next Patient Forum meeting was due to prepare a report to the CCGs about what the Forum felt they could have done better and could do better next time.</p>	
6	<p>Service update</p> <ul style="list-style-type: none"> • Overview of current performance and provision • Risks and Issues • Transport providers 	
	<p>IT confirmed Coperforma's telephone KPI had improved recently by restructuring the Durrington office.</p> <p>IT stated that 70% of patients were getting to and from appointments within the KPIs (90% for renal). Patient satisfaction was at 89%; and Coperforma was focused on gathering feedback from patients who had suffered negative experiences – which were also being raised as exceptions for investigation.</p> <p>IT noted that Coperforma was aware that Docklands was approaching Sussex hospitals directly to offer transport provision. Assurance was given that Coperforma had increased vehicle provision from its other providers in advance, to prevent any negative impact from patients when it had lost 20 vehicles from Docklands. IT admitted that Coperforma was still having bad days, and was working with local Trust to gain an early warning system for anticipated timings of on-day discharges.</p> <p>SS reported three Remedial Action Plans (RAPs) were being created in recognition of the c15 Contract Performance Notices issued to Coperforma since mobilisation. These were for Due Diligence, Call-handling timeliness, and transport timeliness.</p> <p>SS explained that anomalies had subsequently been found in the evidence provided by Coperforma leading to the closure of the previous RAP; which had contained a number of actions that were included in the new RAPs (the rationale for the 14 working day deadline for achieving new RAP trajectories). SS confirmed that, although Coperforma had missed the 21 October RAP submission deadline, the 4 week overall RAP timeframe would be retained.</p> <p>ACTION- IT to confirm when Coperforma will be submitting its three new RAPs to the Commissioners.</p> <p>Patient Safety Group update (SR)</p> <p>SR noted Jo Habben had completed a clinical review of Datix reports relating to patient experience and harms as a result of the mobilisation, which had resulted in the creation of the Commissioners' Patient Safety Group 3 months ago to review patients' experience and any associated harm during the first 3 months of the new PTS.</p> <p>Datix information from the first 3 month period had c180 moderate harms and 3 serious harms. SR noted that the majority of affected patients were renal dialysis patients, along with oncology patients and some who had missed multiple outpatient appointments. As part of evidence gathering, members of the Quality Team have also been out to visit several services and gain feedback on a wide range of patients.</p>	IT

No.	Items	Action
	<p>SR confirmed she was writing a public report on the negative experiences and impact on patients as a result of the mobilisation of the new service. SR gave assurance that no patients felt they had come to physical harm, but they had suffered significant stress and anxiety; and her report would outline recommendations, key themes and share wider learning for Coperforma, the Commissioners and the healthcare system. SR noted the report would be reviewed by the PSG, the CCG's management, and NHS England, before being published towards the end of November 2016.</p> <p>ACTION- SR and SS to confirm publication date for SR's report with the CCG representatives.</p> <p>SS asked the CCG representatives to remind their Trusts that PTS was a partnership between themselves and Coperforma; and pre-booking patient transport in advance would help them to support Coperforma's planning process and improve patient experience.</p>	SR/SS
8	Any Other Business	
	<p><u>Coperforma's Patient Forums</u> IT reported that Coperfoma's Patient User Groups were now up and running in the West and in Brighton, and the minutes of those meetings would be shared publicly. It was noted that Coperforma had selected frequent service users as key members of the Forums, and the Chair of the CCG's own Patient Forum had been invited to attend the first Brighton Group meeting.</p>	
10	Date of next meeting:	
	<p>Tuesday 15th November, 3.30-5.00pm, S18a (Apologies received from Alan Beasley, John Child and Glynn Dodd).</p> <p>Thursday 8th December, 11.00am-12.30pm, F16</p>	

Freedom of Information Act: Those present at the meeting should be aware that their names and designation will be listed in the minutes of this Meeting which may be released to members of the public on request.