

**PTS Programme Board Minutes  
Part 1  
Wednesday 5 January 2017  
Friars Walk, Lewes, BN7 2PB**

**In attendance:**

Matthew Carney (MC)	Attain, Finance Advisor
John Child (JC)	B&H CCG, Chief Operating Officer
Glynn Dodd (GD)	Coastal West Sussex CCG, Chief of Development and Transformation
Ian Thompson (IT)	Coperforma, Business Unit Manager (Sussex)
David King (DK)	Crawley CCG & Mid-Sussex, Chief Operating Officer
Liz Fellows (LF)	ESHT, Assistant Director, Operations
Graham Griffiths (GG)	H&R CCG/EHS CCG, Director of Performance & Delivery
Alan Beasley (AB)	HWLH CCG, Chief Finance Officer
Dr Sarah Richards (SR)	HWLH CCG, Chief of Clinical Quality and Performance
Wendy Carberry (WC)	HWLH CCG, Chief Officer (Chair)
Keith Hoare (KH)	HWLH CCG, Programme Manager
Derek Laird (DL)	HWLH CCG, PTS Advisor
Maninder Dulku (MD)	HWLH CCG, PTS Programme Director
REDACTED (MB)	HWLH CCG, Project Support Officer
Penny Blackbourn (PB)	Patient Representative
Stacey Warren (SW)	SCAS, Business Manager PTS Hampshire
Paul Stevens (PS)	SCAS, Director of Commercial Services
Nick MacBeath (NM)	TIAA, Audit Manager

	Items	Action
<b>1</b>	<b>Welcome and apologies</b>	
	Apologies received from: Michael Clayton            Coperforma, CEO Lesley Mcilrath            Western Hospitals Penny Bolton                SCFT, Head of Service (Adult Therapies/AHP's & Rehabilitatio	
<b>2</b>	<b>Minutes of the last meeting</b>	
	Correction to wording of PB declaration of interest on page 1. <i>PB stated that as a volunteer she was a member of South East Coast Ambulance Service NHS Foundation Trust's (SECAmb's) Inclusion Hub Advisory Group and also sits as a patient representative on their Clinical Risk Review Panel.</i>	
<b>3</b>	<b>Action Log</b>	
	Action log was reviewed, discussed and updated.	
<b>4</b>	<b>Current Service Delivery Performance/Issues</b>	
	Ian Thomson gave a verbal update of Coperforma's performance. IT informed that performance has been maintained: <ul style="list-style-type: none"> <li>• 94% renal in and out on time</li> <li>• On the day discharges 99%, pre-planned discharges 86%</li> <li>• Out-patients 75% in and out on time</li> <li>• Call centre high leavers rate due to uncertainty</li> </ul>	

	Items	Action
	<ul style="list-style-type: none"> <li>• 53.5% answered within 60 seconds 25/12/16 to 3/1/17</li> <li>• Had 750+ calls earlier in the week with only 4 members of staff to answer phones</li> <li>• Booking calls are being looked after only by Durrington office</li> <li>• 89% calls (05.01.17) answered within the SLA this day</li> <li>• High level of sickness, 60%, Tuesday, after the bank holiday, this has now subsided and only a few on long term sickness.</li> <li>• Healthwatch report appears to be reflective of patients' retrospective perspective. The data suggests that Saturdays are now not getting the same response</li> <li>• Coperforma have now taken over Western Hospitals dedicated vehicles. All dedicated vehicle bookings are now going through Coperforma's system. This is working well. This will be replicated in the East and will go live on Monday 9 January</li> <li>• Dashboard for month 9 has shown continued improved performance across KPIs.</li> </ul>	
<b>5</b>	<b>Transition Plan Update</b>	
	<ul style="list-style-type: none"> <li>• Engagement dates have been confirmed for Coperforma staff</li> <li>• Due diligence process has begun</li> <li>• Letter written to CCGs regarding Docklands assurances</li> <li>• Need to work through agreed service model and specification</li> <li>• Reviewed facilities, in talks with SECAmb to use facilities (not vehicles)</li> <li>• 89 new vehicles ordered, increasing lease to include vehicles in Sussex, with hire vehicles across the patch in the short term</li> <li>• Engagement has begun with future possible transport providers</li> <li>• Have had contact with volunteer car drivers RE: provision</li> <li>• Conducting final data analysis</li> <li>• Modelled call handling and managing of resources element</li> <li>• Have introduced paramedic team leader who will lead validation process for quality element.</li> </ul>	
<b>6</b>	<b>Comms Plan &amp; Protocol</b>	
	<p>First draft comms plan is being co-produced by with HWLH CCG, SCAS and Coperforma Comms Managers. There will be a plan in place w/c 9 January 2017.</p> <ul style="list-style-type: none"> <li>○ Healthwatch Report was reported by the Argus</li> <li>○ Comms message was sent to Renal and Oncology patient</li> <li>○ B&amp;H HOSC has requested CCG PTS representative to attend February HOSC.</li> </ul> <p><b>Action- SCAS to share examples of patient leaflets with PB</b></p>	<b>SCAS</b>
<b>7</b>	<b>AOB</b>	
	None reported.	
<p><b>Next meeting date</b> Thursday 2 February, 2-5pm, 25a Friars Walk</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.