



THISISEAST

Innovative. Responsive. Excellent. Always community focused. Always patient driven.





EEAST Profile

- Covering 7,500 square miles
- Serving 5.8 million people
- With 4,000 staff and 1,500 volunteers
- Managed 1.1 million 999 calls last year
- Completed 500,000 non-emergency patient transport journeys last year



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Non-Emergency Patient Transport Service (NEPTS)

Background

- EEAST Non-Emergency Patient Transport Service (NEPTS) contract for Beds & Herts commenced 1st January 2018.
- Followed emergency cover at short notice from 30th September 2017.
- Contract is for 2 years with the option to extend for a further year.
- Ongoing mobilisation to recruit to vacancies, as well as a full management team and replacement vehicles and equipment.
- The new contract is to deliver a service operating 24 hours a day, 365 days a year. The service will be managed by a General Manager for Bedfordshire and Hertfordshire, with a Locality Business Manager and Ambulance Liaison Officer both based in each CCG.
- Investing locally in our strong relationship with commissioners





Staffing and Vehicles

- All vehicles have been sourced and are in place
- Full management team for Bedfordshire in place, under direction of the Sector Head for A&E and NEPTS and a dedicated General Manager for NEPTS.
- Ongoing staff recruitment. 108 WTE posts, 70 staff in post
- All EEAST staff have contracts, uniform, equipment and are trained
- Supplemented by 9 private ambulances during recruitment
- Ad-hoc use of taxis if required

Performance

- Activity currently >10% below contract
- Call handling streaming redirecting >10% of requests
- KPIs – not currently performing against targets. All patients are being transported but not in compliance with agreed timeframes.

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Plan

- Continue recruitment to fill vacancies
- Identify additional activity and move from private providers to EEAST
- Reduce routine private ambulance utilisation to 0 by January 2019
- Ad-hoc taxi usage reduced to exceptional circumstances only
- Temporarily move control room to Bedfordshire to improve performance – October 2018
- Improve KPI performance as staffing increases
- Regular local engagement with hospitals and commissioners

Innovations

- Staff-led plan to temporarily relocate and staff PTS Control room for Bedfordshire. Follows staff engagement events
- Staff recognition scheme based on Trust values – currently being piloted in Bedfordshire
- Intentionally developing an integrated ambulance service model – NEPTS and A&E now in same local leadership structure

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