



## BA13 COMMUNITY AREA PARTNERSHIP

### Report

February 2018

The most recent BA13+ Community Area Partnership meeting took place on 15<sup>th</sup> February at the Laverton and focussed on the Non Emergency Patient Transport Service in the Westbury area.

This latest in an increasingly popular series of public meetings, which have in the past year also covered issues as diverse as the Environment, the Arts and Business Issues, welcomed as guest speakers on this occasion Sarah Maclennan, Associate Director of Communications for the CCG; Andy Jennings, CCG Commissioning Lead; Paul Willets, national head of service development for Arriva and Phil Hennessy, head of Communications at Arriva.

The NHS expects anyone who can to make their own way to hospital where possible. The NEPT service exists for patients where mobility and medical needs are such that they cannot be expected to travel by any other method. Andy Jennings from the CCG spoke first and explained that the contract with Arriva has been running since 2013 and has 15 months to run, although there is to be a six month extension of the current contract to May 2019 so that the contract won't finish in the run-up to the busy winter months.

The CCG spend £2.5million per year on this contract. They hold monthly meetings with Arriva and they monitor their performance against a number of Key Performance Indicators (KPIs). KPIs relate to the amount of time someone spends on a vehicle getting from a to b, they also measure the delivery of someone into the hospital setting, and the timeliness of someone coming back out again (for example).

Paul Willets from Arriva explained that they have recently undertaken a population survey regarding eligibility. There were some quite strong messages coming out from across the whole region. Over half of the people who responded hadn't actually used patient transport, although they had links with people who did. It was agreed that medical need had to be the overriding factor for deciding whether a patient needed an NHS funded transport service. Respondents agreed that people who had access to a car should not expect to use the patient transport service. There was also feedback to the effect that people didn't realise that there is a benefits scheme for people on benefits or pension credits to reclaim transport costs (the Healthcare Travel Costs Scheme, HTCS).

Carole King asked whether the ending of the Hopper bus service had caused a significant impact. The response given was that Arriva hadn't experienced a big increase. A member of the public observed that a high percentage of people using the Hopper were visiting patients rather than patients themselves.

All of the speakers were warmly thanked for a very interesting presentation.

In her presentation to the meeting, BA13 Partnership Chairman Carole King explained that the Partnership is pressing ahead with the project to get Westbury recognised as a Dementia Friendly Town. There is a Dementia Action Week taking place 21<sup>st</sup> to 27<sup>th</sup> May.

The next Partnership meeting, which is on 17<sup>th</sup> May 2018, will take place at the Laverton commencing at 7pm (6.45 arrival for refreshments). The theme will be decided at the next Steering Group meeting, which takes place on March 15<sup>th</sup> 2018.

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