

You said, we did... MNET July 2018

You said...	We did...
<p>To reduce waiting times, both pick-up from home and pick-up from hospital</p>	<p>The new specification for NHS-funded transport has focussed on quality, improving the experience for patients and making sure we provide transport to all who need it.</p> <p>Current standards are based on the standard NHS contract; patients being picked up between 0-120 minutes before an appointment and having to wait no more than 90 minutes after an appointment.</p> <p>However, our new contract has been specifically commissioned to improve collaboration between all partners including York Teaching Hospitals NHS Foundation Trust and Yorkshire Ambulance Service. We have agreed development milestones to improve booking, reduce patient waiting times and increase overall communication.</p> <p>All partners will be working together to implement these new ways of working in 2018/19 with the aim of improving waiting times for patients within the first year of the new contract.</p>
<p>To communicate to all patients and carers their responsibility to be on time and ready for pick-up as delays can impact on the care provided to others</p>	<p>We have reviewed all the patient information leaflets to check it is clear what patients and carers need to do to ensure a smooth journey for everyone.</p> <p>Information can also be found online at:</p> <p>http://www.yas.nhs.uk/OurServices/patienttransportservice.html</p>
<p>Communicating eligibility criteria and booking, cancellation and changes processes to the public, patients, carers and other providers</p>	<p>Yorkshire Ambulance Service are working hard to keep relevant people informed of the eligibility criteria for NHS-funded transport, including patients and those who book transport on their behalf. Keep a look out for updates in the post, in waiting areas and please do ask your healthcare professional for more information.</p>
<p>You asked us to be more consistent in everything we do...</p>	<p>Yorkshire Ambulance Service are reviewing all Standard Operating Procedures and re-familiarising staff with the content to provide consistent information to callers. Regular communications are also circulated to confirm key messages.</p>
<p>You asked us to review training for</p>	<p>Regular training updates are provided to Yorkshire Ambulance Service staff and all of these elements have been</p>

<p>drivers:</p> <ul style="list-style-type: none"> • equipment needs • moving and lifting • space required • time required • mental health awareness • physical impairments that can cause pain • driving carefully 	<p>addressed. Some of these training aspects are complex and work is ongoing to address these with drivers.</p> <p>In addition, all Yorkshire Ambulance Service vehicles are fitted with telematics technology ensuring vehicles can be tracked and driving behaviours monitored. Any accidents or instances of poor driving can be investigated with ease.</p>
<p>You asked us to review training for call handlers:</p> <ul style="list-style-type: none"> • equipment needs • space required • time required • ascertaining eligibility in an empathetic and non-judgemental manner • helping all patients regardless of eligibility <p>Offering services or signposting to services for patients who are not eligible to receive NHS patient transport. Providing a single point of access for patients, carers and healthcare professionals to receive advice and guidance around</p>	<p>Yorkshire Ambulance Service have developed their training package for call handlers ensuring they are well-equipped to meet the needs of all patients who make contact.</p> <p>Yorkshire Ambulance Service staff have been provided with information on a number of alternative transport options available to ensure that you can attend your hospital appointments.</p> <p>These include local park and ride schemes, community transport, public transport, and voluntary car schemes which often only require you to cover the cost of the driver's expenses. They will also provide contact details for a number of taxi providers or private ambulance companies that have been assured for safety and quality. Whilst some of these services will charge you a fee, you may be entitled to help with funding. Details of all these options can be made available to you online, in hospital, and when you call the reservations team.</p>

<p>transport</p> <p>Working closely with local authorities and voluntary organisations to effectively match patients with services that can assist them.</p> <p>Signposting to alternative local transport options other than a taxi (including voluntary sector provision).</p>	
<p>Cancellations and changes are communicated promptly to users</p>	<p>Yorkshire Ambulance Service staff will notify all patients of any changes to bookings.</p> <p>For healthcare professionals who make transport bookings on behalf of patients, Quick Book is a similar system available to them.</p> <p>Yorkshire Ambulance Service will ask users to let them know if they have any changes to their clinic or other appointment to ensure transport arrangements can be changed to match.</p>
<p>Working closely with healthcare providers to stay up-to-date with users changing needs (e.g. equipment, escort etc.) and eligibility</p>	<p>We recognised that the previous eligibility reviews did not take place often enough so regular patients will be reviewed every three months – if your condition changes, you may no longer be eligible for NHS-funded transport.</p>
<p>Bookings can be made on the same day if required</p>	<p>Bookings can be made on the same day where necessary, call the Yorkshire Ambulance Service reservations team on 0300 330 2000.</p>
<p>Booking staff to establish eligibility in a sensitive manner</p>	<p>As part of our commitment to provide the best quality transport service for patients with the greatest medical needs, Yorkshire Ambulance Service is making some changes to the way in which transport is booked and allocated.</p> <p>When your transport is now booked, the reservations team at Yorkshire Ambulance Service will ask a series of questions. The same questions will be asked if you book your own transport or if transport is arranged on your behalf. The reservations team will ask about your medical needs, your</p>

	<p>mobility and your general transport arrangements, much like they do now. However, the questions will be different from those we have asked in the past and may result in a different outcome than previously received.</p> <p>The new questions test against the existing criteria set by the Department of Health and have been tested thoroughly to ensure they meet patient needs as much as possible.</p>
Booking staff to have sound knowledge of local geography	There will be a local Patient Flow Coordinator in each of the main hospital sites to support staff and patient queries as well as locally trained advisors in the main Single Point of Access.