

Theme: Discharge and Patient Transport Services

<p>Current position:</p>	<p>The contract is clear that people should be taken right from the house door to the clinic – with some exceptions.</p> <p>There is a hospital based transport coordinator and discharge is the responsibility of the clinic</p>	<p>CHFT changes to discharge included a discharge lounge at HRI</p> <p>There are plans for a discharge lounge in Calderdale.</p>	<p>Carers and families have to travel separately with YAS.</p> <p>Equipment transfer can vary by passenger.</p>	<p>The seamless home from hospital supports 2,200 patients each year. There are plans to continue this contract?</p>
<p>What people have told us:</p>	<p>Discharge: People reported that often after an appointment patients are not taken to collection area.</p>	<p>Discharge Lounge: People do not like the term discharge lounge</p>	<p>Patient Transport: People want to see transport that is accessible for carers and families and equipment such as electric wheelchairs to ensure the patient maintains independence.</p>	<p>Discharge support: People want to see more projects supporting discharge including continuation of Age UK ‘discharge from hospital scheme’.</p>
<p>Recommendation/s:</p>	<p>Hospital portering arrangements to be looked at again.</p>	<p>Publicise the facility at HRI and work with the reference group to create a Calderdale facility.</p>	<p>Identify the requirement to have a PTS service for those people who do not meet criteria.</p>	<p>Continue to evaluate the current service.</p> <p>Identify future discharge requirements.</p>
<p>Action to be taken: (include how we use the reference group and communications)</p>	<p>Internal review of portering arrangements.</p> <p>Reference group could be used to inform developments.</p>	<p>Work with reference group on future developments.</p>	<p>Use the findings of the reference group in the development of service specification for the procurement.</p>	<p>Identify if the current arrangements meet the needs of all patients – consider diversity. Monitor patient experience.</p>

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<p>Current position:</p>	<p>A 'patient portal' is being developed which will allow people to see where the transport is. A pilot will be rolled out fully during next year. Service user testing has taken place during the pilot.</p>	<p>A new IT system for managing transport is being trialled to ensure better use of vehicles. It is being rolled out gradually over the next year. It represents a completely different way of working, e.g. vehicles will be used where they finish rather than going back to base.</p>		
<p>What people have told us:</p>	<p>Patient transport collection: People told us they would like notice prior to collection (i.e. within the area: 10-15 minutes) so people can get the coat on, use the bathroom and not just sit and wait</p>	<p>Patient transport: People told us patient transport is not always on time/reliable</p>		
<p>Recommendation/s:</p>	<p>Continue the development of the patient portal to implementation.</p> <p>Further to be done to incorporate pre-collection calls.</p>	<p>Continue the development of the revised operating model to implementation</p> <p>Performance against current KPIs is monitored through Contract process</p>		
<p>Action to be taken: (include how we use the reference group and communications)</p>	<p>Look at how the reference group may want to be involved in service user testing. From designing a question to other approaches.</p>	<p>Identify if the reference group would like to be involved in the development and roll out of the new system.</p>		