

## Non-Emergency Patient Transport Eligibility Survey

### Summary Results

This summary report provides the key local findings from a recent patient transport eligibility survey that was carried out by a number of NHS Clinical Commissioning Groups (CCGs) across the South West. CCGs are responsible for commissioning (buying) and planning health services to meet the needs of their local population'.

The Southwest CCGs have met regularly since January 2017 to agree common principles, conduct a public/patient survey and develop common policies and criteria to ensure that NEPT services are targeted at patients who have a medical need for transport.

All CCGs recognised that the existing national guidance is somewhat general, and is now over 10 years old. In the period since it was published, this has resulted in differences of interpretation in CCG areas and variation and inequality between different patient groups, based either on their clinical diagnosis and/or the CCG to which their GP practice belongs.

The survey was undertaken to ask members of the public, service users, stakeholders and staff their views on how best to provide fair access to NHS funded non-emergency patient transport (NEPT).

The survey was open from 11<sup>th</sup> October to 10<sup>th</sup> November 2017 for online responses and 16<sup>th</sup> October to 16<sup>th</sup> November 2017 for hard copy responses. Time was allowed at the end of this period for freepost surveys to be received through the post.

Working through their Communications and Patient Experience teams, each CCG was responsible for local distribution. The survey was made available in hard copy and online via the Survey Monkey online survey application.

There were 772 responses (36%) from Gloucestershire from a total of 2141 responses across the six participating CCGs.

The figures quoted in this document are representative of the stakeholders, patients and members of the public who responded to this survey.



72%

of respondents  
agreed or strongly  
agreed

People who are able to make their own way to or from appointments should normally be assessed as NOT eligible for NHS funded non-emergency patient transport



77%

of respondents  
agreed or strongly  
agreed

NHS funded non-emergency patient transport should be available only to people who need it for a medical reason



76%

of respondents  
agreed or strongly  
agreed

NHS funded non-emergency patient transport should not be available to people if they are able to travel safely by car or public transport



73%

of respondents  
agreed or strongly  
agreed

The same eligibility assessment for NHS funded non-emergency patient transport should be applied equally to all

We are grateful to everyone who took the time to respond to the survey. The results of the survey indicate broad agreement on the following:

- That there should be one eligibility criteria for the NEPT service.
- That the service should be available to those who have a medical need.
- The service should not be used by patients who can get to appointments or home from hospital by other means.
- Patients should be treated equitably, regardless of their condition.

Our next steps include:

- To improve application of the national eligibility criteria for NEPT to ensure that it is made available only to those that really need it. NHS Gloucestershire CCG will continue to work alongside other South West CCGs to provide a common approach.
- To provide consistency and robustness, assessments will be undertaken by the Commissioning Support Unit (CSU) Patient Transport Advice Centre (PTAC) from 3<sup>rd</sup> April 2018.

For further information contact Gloucestershire Clinical Commissioning Group  
[GLCCG.enquiries@nhs.net](mailto:GLCCG.enquiries@nhs.net)