

**Reference: FOI 23484 GLO 11M**

**Subject: Non-Emergency Patient Transport**

Reference	Quality Requirement	Target	Average performance October 2016 to September 2017
<b>PTS 01</b>	Patients travelling ≤ 10 miles should not spend > 60 minutes on board the vehicle on either an outward or return journey	95%	95%
<b>PTS 02</b>	Patients travelling >10 miles and < 35 miles should not spend > 90 minutes on board the vehicle on either an outward or return journey	90%	95%
<b>PTS 03</b>	Patients travelling > 35 miles and < 50 miles should not spend > 120 minutes on board the vehicle on either an outward or return journey	85%	95%
<b>PTS 04</b>	On Time Arrival at Point of Treatment / Clinic. % of patient arriving within - 45 minutes to + 15 minutes of scheduled appointment time.	95%	84%
<b>PTS 05</b>	Patients should not wait more than 60 minutes after their agreed pick up time for outward or return journeys	85%	76%
<b>PTS 06</b>	Same day discharge / transfer requests. Patients will be picked up within agreed timescales (within 4 hours of being made ready)	85%	85%
<b>PTS 07</b>	% of journeys cancelled by ATSL	0%	0%
<b>PTS 08</b>	Missed collection. % of non-aborted journeys for which no collection is made by ATSL	0%	0%
<b>PTS 09</b>	% of inbound calls to ATSL call centre answered within 30 seconds (after the end of the introductory message)	85%	60%
<b>PTS 10</b>	Application of eligibility - number of bookings for which eligibility is evaluated prior to acceptance against the total number of bookings	100%	100%