

Our Ref: PW/AKB/FOI-05-373

19th May 2023

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

Sent by email

Telephone: 0300 123 1461

Dear

FOI-05-373

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on the 8th May 2023. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Please see our responses in blue below:

- 1. What plans and timescales are in place by the ICB to complete patient assessments on transport needs as very clearly outlined as a need in the 2021 NETPS report? (Hospital staff cannot be expected to do this without being paid for extra hours).**

Staffordshire and Stoke-on-Trent NEPTS provider ERS Medical applies a robust eligibility criteria at the point of booking. Embedded within this process is the assessment on transport needs.

- 2. What is the ICB's view of the current position where nurses are currently doing much of the organisational work of the contractor and therefore, by default being taken away from other duties?**

Please be advised that as per the FOI guidance we can only provide information we hold and not opinion or views as this is not eligible under the FOI Act. The link to the FOI guidance is as follows: [Guide to freedom of information | ICO](#)

Ward staff work alongside the dedicated ERS Medical Renal Patient Transport Liaison Office (PTLO) during the hours of Monday to Friday, 10am to 6pm. Outside of these hours ward staff will liaise directly with ERS Medical Control Room who operate 24/7 365 days a year. There is no expectation that ward staff will carry out the duties ERS Medical are commissioned to deliver. Alongside day-to-day operational liaison there is a clear escalation route for ward staff to highlight any issues both internally and direct to ERS Managers.

3. What plans are in place to implement payments for travel for those using own transport - as clearly stated in the attached link to eligibility policy above?

The rate of 13p per mile is based on the HMRC Advisory Fuel Rate a link for which can be found here [Advisory fuel rates - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/hmrc-advisory-fuel-rates). This is commensurate with other local ICBs most notably Shropshire and Telford ICB.

4. What measures are currently in place to measure/scrutinise the current provision of NETPS at both Stoke and Stafford in particular the collection of patient views from those who use the service before it is commissioned for a further interval.

- Weekly performance information is shared by ERS Medical with Staffordshire and Stoke-on-Trent ICB. This information includes data around Renal performance both inward and outward.
- Weekly operational check in calls are held with ERS Medical Senior Operational Teams to review performance, discuss ways of working, opportunities to improve.
- Monthly Contract Review Meetings are held with ERS Medical and Staffordshire and Stoke-on-Trent ICB. Both operational and quality issues are discussed at these meetings with actions, accountability and outcomes noted and monitored.
- ERS Medical attends monthly meetings with both County and University Hospitals of North Midlands NHS Trust renal teams to talk through challenges / address issues.
- ERS Medical ask for patient feedback and there are several ways for patients to feedback. ERS Medical crews carry paper copies of the feedback survey form and copies should be available within the renal units for patients to access.

The contract with ERS Medical expires March 2026, consultation with users of the service will be undertaken as part of the procurement process.

Right of Appeal

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

To request an internal review

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent Integrated Care Board FOI team by emailing the team at

StaffsStokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

Yours sincerely

Paul Winter
Associate Director of Corporate Governance