

Sedgemoor Centre
St Austell
PL25 5AS

Tel: 01726 627797
Email: j.pendleton@nhs.net

5 April 2018

Dear colleague

NHS Funded Transport briefing

We have written to you previously about changes NHS Kernow made last year to the way a person's eligibility is assessed for non-emergency patient transport.

The changes were made to address inconsistencies in the way the service was delivered, which were not only confusing for staff and the people who use them, but were also expensive and not sustainable.

We undertook an extensive consultation exercise before making any changes to the service, and spoke to people who use the service, providers, patient representatives and the public about our plans. We also spoke to primary and secondary care clinicians about our plans to ensure there was strong clinical leadership and oversight throughout this process.

Nearly 800 people contributed to our consultation and as a result, a number of changes were made to our policy, including the removal of automatic eligibility for anyone who frequently uses the service, regardless of their medical or financial situation. This decision was supported by the Department of Health's eligibility criteria that does not mandate the frequency of travel, but states the frequency and distance of travel should be taken into account as the medical need for transport may be affected by these factors.

Since making these changes, we have listened to the concerns of people receiving kidney dialysis, who are among the most frequent users of the transport service as receiving dialysis is not defined as a medical eligibility for accessing this service.

We have also worked closely with renal consultants at Royal Cornwall Hospitals NHS Trust to discuss the impact of these changes on people who receive dialysis and as a result we have decided that we will fund non-emergency transport for anyone who needs to attend hospital:

T 01726 627800
E kccg.contactus@nhs.net
W www.kernowccg.nhs.uk
F /nhs-kernow

Chair: Dr Iain Chorlton
Interim Chief Officer: Jackie Pendleton
Head office:
Sedgemoor Centre, Priory Road, St Austell,
Cornwall PL25 5AS

- at least three times a week for a sustained course of treatment lasting a minimum of six weeks; or,
- at least six times a month for a sustained course of treatment lasting a minimum of three months.

This change will come into effect from 5 April 2018.

We will continue to use our engagement with the public, patients and stakeholders to ensure that we continue to commission an integrated transport service that will offer not only a service that meets patient needs and is fair and equitable, but allows NHS Kernow to concentrate funds on delivering excellent patient care.

We will update and publish our non-emergency NHS Funded Patient Transport policy to reflect this change.

We are also writing to people who receive renal dialysis to let them know about this change.

Please do not hesitate to contact me or my team if you would like more details.

Yours sincerely



Jackie Pendleton
Chief Officer