

REPORT TO THE LEEDS SCRUTINY BOARD - 21 OCTOBER 2008

LTHT RENAL SERVICE - FURTHER INFORMATION

The Scrutiny Board at its meeting on 16 September 2008, requested further information of the Leeds Teaching Hospitals Trust.

The following is a brief update. A further verbal report will be made at the Scrutiny Board meeting on 21 October after the meeting with the Kidney Patients Associations (KPAs) on 14 October.

1. Transport Contract for Renal Services

1.1 The Contract

A 3-year contract was awarded from 1st April 2007. This followed a competitive tendering process which identified Yorkshire Ambulance Service as the preferred supplier. LTHT Supplies and Renal colleagues and representatives of the KPAs were actively involved in the preparation of the contract service specification and also sat on the adjudication panel. Key features of the new contract were the establishment, within YAS, of a 'Renal Hub' to deal with all renal patient transport issues; the appointment of a dedicated Renal Transport Customer Relations Manager; and extended hours of service.

1.2 Pre-Contract

Prior to this contract, Renal Patient Transport was embedded within the whole LTHT Patient Transport Contract but it was felt that the creation of a "Dedicated Renal Transport Service Contract" would significantly improve the standard of service provided to patients by the introduction of revised quality standards and dedicated service arrangements.

1.3 Contract Review Meetings

The new contract specifies that monthly Contract Review Meetings (alternating venues and chair – LTHT and YAS) are held, which are attended by LTHT Representatives, YAS and representatives of the KPAs. Comprehensive reports on the Renal Transport Service are provided by YAS at these meetings and any issues arising are discussed.

1.4 Contract Standards

The contract standards are that **90%** of patients arrive within **30 minutes** of appointment time and that **90%** of patients depart within **45 minutes** of being marked ready. (Based on but not identical to, the standards contained in the Cheshire and Merseyside Renal Transport Action Learning Set).

1.5 Contract Penalties : Section 16

"The Trust reserves the right to withhold payment for the difference in % terms between the quality standard and the actual standard where standards are not met."

These were accepted by YAS where YAS **"fails to consistently meet the agreed quality standards within their influence"**

1.6 Standards Achieved to date:

YAS average 07/08 = 96.4% (inward): 99.1% (outward)

YAS average 08/09 = 94.25% (Inward): 98.85% (outward) April - August

2. Information provided to patients

A new, 60-page "Haemodialysis Information Pack" has been produced by LTHT and nearly 500 copies have been distributed to patients since its launch in July 2008. Prior to printing, YAS received draft copies for comment. Patients are now being contacted to amend the YAS contact telephone number.

3. Transport Related Incidents

3.1 Number of incidents

317 incidents relating to renal transport were formally reported by LTHT staff, from April 2007 to September 2008. The LTHT data system does not allow further sub categorisation of the incident. A manual check of the 317 reports identified 43 instances when a patient(s) received less than the prescribed period of dialysis. Of the 317 reports, 231 emanated from the Parsons' Unit at Seacroft. There is likely to be under-reporting of transport related incidents but not of the instances when dialysis was reduced.

3.2 Treatments delivered

During the same 18 month period, approximately 113,724 haemodialysis treatments were delivered, across the 8 renal dialysis units - the number derived from an average of 486 patients, receiving 3 treatments per week, over 78 weeks.

3.3 Journeys undertaken

In that same timeframe, the patients will have made approximately 227,448 journeys to and from home and their dialysis unit. YAS undertook approximately 140,000 of those patient journeys.

4. Procedure when a patient fails to keep their appointment

On the day of treatment, the dialysis unit staff will endeavour to contact the patient, escalating to their relatives, escalating to the Police. An incident report form is completed for all instances of non attendance.

The reasons for non attendance are numerous, ranging from patients failing to advise the renal or YAS services that they are extending a holiday, to the common and deep psychological impact of end stage renal disease (25-30% prevalence of depression).

No sanction is placed on the patient. However, persistent non attendees (but there are no hard and fast 'rules' about persistent non attendance) will ultimately receive a letter from their consultant explaining the clinical consequences.

The reported instances of non attendance indicate an increasing prevalence. With immediate effect, this data is being collected more easily and effectively on the patient's electronic dialysis record, for further analysis.

5. Audit of Performance

As reported to the last Scrutiny Board meeting, an audit of performance was conducted jointly by LTHT and YAS at the Parsons' Unit at Seacroft during the week commencing 15 September.

The key findings were that the punctuality of patient treatment and transport is affected by 3 factors:-

- The performance of YAS
- The non attendance of patients
- The efficacy of the nursing team

These factors will be explored in more detail at the meeting on 14 October at which the Leeds PCT, LTHT, YAS and the Kidney Patients' Associations will be present.