



## RENAL UPDATE

### Background

The Renal Service transport, commissioned by Leeds Teaching Hospitals NHS Trust (LTHT), was put out to Tender in 2006. Prior to that date, WYMAS NHS Trust provided the service as part of the PTS outpatient contract and the resources to deliver the service were shared between the renal and outpatient departments.

As part of the tender, LTHT requested the following service

- Dedicated drivers working 7 days a week
- Serving renal satellite units at Huddersfield, Beeston, Seacroft, Calderdale, Clayton and Dewsbury
- Undertaking 67,000 journeys per year

YAS secured the tender and the service formally started in April 2007. The Renal Service at St. James's Hospital in Leeds, attended by over 18,000 patients, and was not included in the tender. As part of the tender submission, YAS recommended that all of the renal services should fall under one contract. A dedicated "hub" was set up to co-ordinate the whole renal service. The renal patients that were not included in the tender were identified and separated from the out patient contract and moved to the new renal service contract to ensure that all renal patients received the same service.

### Resources

To support the renal contract YAS utilises the following resources

- Staff employed directly by YAS
  - Ambulance Drivers
  - Saloon Car Drivers
- Volunteer Drivers
- Other public sector providers
- Private providers

The private providers are used as a back up to the service to cover any shortfalls on day with ambulance resources or volunteers.

## **Challenges**

The new contract meant that the way we had worked previously as WYMAS, pooling resources together had to change. Identifying and separating resources was the most challenging aspect and some areas were more successful than others initially.

The hardest part of splitting resources was using a separate resource to bring patients from out of area to the Leeds units on separate vehicles to outpatients, previously, they had travelled together.

## **Major Issues**

The first real issue that affected patients was the change over of our computer system in July 2007. The change over wasn't communicated formally to commissioners and there were issues with data and records on the system being lost during the change over. If we had informed the units of what was happening we could have worked with them to ensure that patient's journeys were not affected.

The second major issue was over the Christmas period 2007; this was the first year that the YAS central team had used the Cleric computer system over this period. At Christmas all the renal bookings are changed to accommodate Christmas Day and New Years Day, days on which, patients do not dialyse. Whilst changing the bookings a number of old bookings were re-instated into the system, this resulted in 3 patients that were deceased, being reinstated as active bookings in the system, consequently, crews were sent to collect the patients. This caused unnecessary distress at the time to both the relatives of the deceased and the crews.

A full review of the incident was held by YAS and recommendations made were implemented to ensure this issue would not arise again. The findings of the report were shared with the Renal Sisters.

## **Major Issues for Patients**

The main issues raised by patients, their relative and unit staff are the delays patients have experienced to and from their treatment. This issue occurs occasionally at the satellite units but at Seacroft T & U ward there have been a number of problems.

Working closely with the units YAS Customer Relations Manager has been reviewing the issues both individually and collectively to find solutions to the problem. One solution that is currently being worked through is staggering patient appointment times. This has worked successfully at Clayton satellite unit and the same principles have been adopted for T & U ward.

## Other Challenges

Below are a number of other challenges that YAS has experienced during the first 18 months of the contract that have had an impact operationally.

1. The water treatment plant at Seacroft has failed twice in the last year, resulting in short notice changes to the location for patient dialysis on day.
2. The lift at Clayton broke down and patients were re-directed to Leeds until repairs were made.
3. The floor at Dewsbury collapsed and patients were again re-directed to Leeds until further notice
4. An increase in activity over a 12% growth in the first year (from 83500 to 93400) and a change in patient dependency, showing an increase in wheelchair activity of over 26%

## Meetings

YAS has requested to join the Kidney Patients Association (KPA) meetings with LTHT held bi-monthly; the first meeting is scheduled for October 08. Prior to this YAS has met with the KPA representatives at contract meetings and adhoc as and when issues have arisen.

To ensure that the service is monitored the following meetings are in place.

- Monthly Contract Review Meeting (Representatives from LTHT: Commissioning, Finance and the Renal Matron and KPA members)
- Monthly Haemodialysis Meeting, this has recently changed to a specific user group meeting for the renal service

## Communications

1. To deal with these issues we appointed a Customer Relations Manager to work specifically on renal and to deal with day to day issues and liaise with patients and the units.
2. The 'Renal Hub' is a single point of contact which provides up to date information for the renal units and patients regarding their journeys. The 'hub' is a dedicated resource focusing on the renal service and is open from 0700 to 1900 seven days a week. This is inline with the recommendations from the Cheshire and Merseyside Renal Transport Action Learning Set. Recommendations for the provision of a patient centred renal transport service (DoH September 2006)

3. An e-mail address was set up for patients and staff to feedback any issues / comments relating to the service.
4. We have just set up an enquiry line for patients to use this was delayed as we wanted to ensure the hub was working effectively.
5. We are currently piloting on-line access to YAS computer system with T & U Ward at Seacroft. Staff can make bookings, amend or cancel journeys and track patient journeys, at Seacroft T & U ward. Following the pilot we will review this service with a view to roll out to all satellite units by the end of the financial year.
6. YAS is looking to develop a user guide/patient leaflet specifically for renal patients to inform them about the service. We have also provided information regarding the service to the LTHT for their information pack for renal patients and for KPA publications.
7. Complaints and PALS issues. Any complaint or issue raised via PALS is investigated in-line with NHS guidance.

I hope this report has given you an overview of the Renal Service provided by YAS. We will be happy to answer any questions the Scrutiny Board would like to ask and work through any successions and recommendations made by the Board to improve the service.

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Yorkshire Ambulance Service 08/09/08