

Public and Patient Involvement Assurance Group

Report from meeting of: Wednesday 25th May 2022	
Attendance: Evan Rees, Mary Smith, Andy Murtha, Vaughan McLeod, Brian Rowlands, Janet Thompson, Brigitte Heller, Nishita Andrea Ganatra, Rebeca Bents-Matin, Sue Venables, Ifeoma Obionu	
Apologies: Mathew Hulbert	
Area / topic for engagement:	<p>Two presentations following on from the Non-Emergency Patient Transport Services survey (NEPTS)</p> <ul style="list-style-type: none"> • Update of NEPTS survey • Utilisation of the findings from the NEPTS survey in the current service specifications <p>Update on the Integrated Care Board (ICB) People and Communities' Strategy 2022/24 for Leicester, Leicestershire and Rutland.</p>
Presented by:	<p>Update of findings from the NEPTS survey- Ifeoma Obionu</p> <p>Utilisation of the findings from the NEPTS survey in the current service specifications- Rebeca-Bents-Martin</p> <p>Update on the ICB People and Communities' Strategy- Sue Venables</p>
Purpose of engagement:	<ul style="list-style-type: none"> • To ensure that the views of the NEPTS service users, frontline staff and drivers were utilised in the specifications for the redesign and re-procurement of the services • To provide details on how the people and communities strategy was developed. This strategy is about to be implemented for new ICB for the next 2 years.
Geographical scope:	Leicester, Leicestershire, and Rutland
Demographic scope:	Leicester, Leicestershire, and Rutland
Timescales:	<p>NEPTS survey was undertaken between the 11th of March to 1st April 2022.</p> <p>Regarding the re-procurement of NEPTS services -indicative timetable:</p>

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	<p>Tender- Summer/Autumn 2022 Planning and mobilisation-Dec. 2022-Summer 2023 Implementation-Autumn/winter 2023</p> <p>The ICB People and Communities' Strategy will go to the Integrated Care Board in June 2022 for discussion and approval. Covers an implementation period of 2022-2024</p>
Which LLR wide work stream does this impact:	<p>NEPTS procurement stakeholder group</p> <p>ICB</p>
Evidence of engagement activities is provided by:	<p>Report of Findings from the NEPTS survey People and Communities' Strategy 2022-2024</p>
Any (relevant) groups not engaged with:	<p>None highlighted</p>
Key themes emerging from the presentations	<p><u>Non-emergency patient transport services</u></p> <ul style="list-style-type: none"> • Shared patient journey-concerns on infection, prevention, and control • Clear communication of eligibility criteria for services • Concern for eligibility for patient escorts-it is felt important that patients are allowed to have escorts and the issue is an emotional issues and decisions shouldn't rely solely on clinicians • Monitoring and accountability of the contract • Clarification if patients are assigned to the taxi services as to whether they really in need of the NEPTS services as they may be presumed not be eligible for NEPTS services if they are fit enough to use taxis • Considerations for out of county patients <p><u>People and communities' strategy</u></p> <ul style="list-style-type: none"> • Ensure implementation plans from the priorities are presented to the PPIAG group regularly • KPI for the implementation plans • Highlight individuals who are responsible for action plans • During implementation of action plans, engagement leads (those responsible for implementation of action plans) to be invited to the PPIAG meetings

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How will these insights and key themes been used to inform the draft strategy?	The feedback from the PPIAG will be used to: <ul style="list-style-type: none"> • Influence NEPTS service specifications. • Implementation of action plans for the People and Communities’ Strategy
Are there any implications for consultation processes (if applicable)?	N/A
Areas of good practice:	N/A
Areas for improvement and recommendations:	See previous section (key themes emerging)
These engagement activities have predominantly involved: <ol style="list-style-type: none"> 1. Co-production 2. Co-design 3. Engagement 4. Formal consultation 5. Informing 6. Educating 	<ol style="list-style-type: none"> 2. Engagement 5. Informing 6. Educating

- Horizon scanning: NHS 111 services to be looked at
- August meeting due to holidays will be moved to early September- date to be decided