

KPIs

Appendix V

<i>Ref:</i>	<i>Key Performance Standard Indicator</i>	<i>Target Threshold</i>	<i>Method and frequency of Measurement</i>	<i>Consequences of Breach</i>
CONTRACT				
KPI 1	Patient assessment	95% of Calls answered within 60 seconds or called back within 15 minutes	Monthly reports to CCG	Stage one set out in penalty's set out in Appendix VI
KPI 2	The PTS Provider will provide each contract with sufficient resources to assess, book and transport patients travelling to health appointments in line with CCG commissioning intentions.	The level of staff and vehicle resources should be in line with indicative patient plan and variations of 5% ± reviewed with the CCG.	Monthly reports to CCGs Provider to identify staff & vehicle utilisation, journeys per unit and define how this impacts on patient experience of PTS	Stage one set out in penalty's set out in Appendix VI
VEHICLES				
KPI 3	Provider to ensure cleaning procedures are in accordance with the highest standard of infection control The PTS Provider will work with the Trust Infection Control team to ensure local & national protocols are applied. The vehicle interior shall be of a clean and tidy appearance with no damaged upholstery. The exterior will be kept clean at all times.	Evidenced through Documented Monitoring, Audit and satisfaction surveys	Quarterly reports to CCG.	Stage one set out in penalty's set out in Appendix VI
KPI 4	Accidents and incidents to be recorded and reported.	Evidenced through documented monitoring and audit	Quarterly reports to CCG.	Stage one set out in penalty's set out in Appendix VI
KPI 5	Contribution to NHS carbon management and reduced Emissions	Evidenced through carbon management report and audit	Quarterly reports to CCG.	Stage one set out in penalty's set out in Appendix VI
QUALITY				
KPI 6	Patient Experience	Patient surveys & work with Healthwatch and patient groups including: quality of service equality and diversity, cleanliness, communication & patient comfort.	Quarterly evaluation report detailing the results of surveys and patient feedback. The key themes – lessons learned that have emerged and an action plan to address concerns or issues raised by patients and service users. Evidence of active and continual patient involvement in the review and redesign of PTS provision.	Stage one set out in penalty's set out in Appendix VI

KPI 7	Complaints	<p>compliance with CCG/NHS standards</p> <p>Replies within 25 working days.</p> <p>Evidence that Lessons Learned have been identified and implemented across the organisation</p>	<p>Monthly performance report.</p> <p>Quarterly complaints reports to CCG to include changes in practice.</p> <p>Information must be available for discussion at the Service Quality Review Meeting.</p>	Stage one set out in penalty's set out in Appendix VI
Patient Experience				
KPI 8	Arrival Time	<p>100% of patients to arrive no more than 40 and no less than 10 minutes before their appointment time.</p> <p>All patients to arrive before their appointment.</p>	Monthly reports to CCG.	As set out in Appendix VI
KPI 9	Departure Time	<p>Patients should be collected:-</p> <p>90% within 30 minutes</p> <p>100% within 45 minutes</p> <p>of being notified as ready for collection from treatment centre.</p>	Monthly reports to CCG.	As set out in Appendix VI
KPI 10	Travel Time – time on vehicle	<p>Patients travelling up to :</p> <p>5 miles should not travel for longer than 45 minutes</p> <p>10 miles should not travel for longer than 60 minutes</p> <p>15 miles should not travel for longer than 75 minutes</p> <p>Where geographical possible patient should not be on the vehicle no longer than 90 mins.</p>	Monthly reports to CCG.	As set out in Appendix VI

KPI 11	<p>Cancelled and Aborted Journeys</p> <p>Apart from adverse weather conditions the PTS Provider will not be expected to cancel patient journeys.</p>	<p>There should be no more than 5% of CCG activity lost through cancelled or aborted journeys</p>	<p>Monthly reports to CCG of any failures to provide a full PTS due to cancelled or aborted journeys. Commissioners will agree a nominal fee for Aborted Journeys not deemed to be the fault of either party but not above the 10% threshold</p>	<p>As set out in Appendix VI</p>
KPI 12	<p>Communication with Patients</p> <p>The PTS Provider will ensure a call forward system whereby staff will contact the Patient, Wards/Department when they are able / unable to collect a patient from their home address</p>	<p>95% of all patients should be contacted prior to PTS arriving with confirmation of expected time of arrival when being collected from a place of residence</p>	<p>Monthly reports to CCG around compliance with indicator and any failures to comply with a Calling ahead System</p>	<p>Stage one set out in penalty's set out in Appendix VI</p>

Penalties will be escalated through stages 1, 2, 3 as set out below:

1. Service Quality Failure

A service quality failure is defined in KPIs 8, 9,10 and 11 as:

1. Late pickup from the agreed pickup location
2. Late arrival at appointment address
3. Exceeding the amount of time the patient was on the vehicle
4. The cancelled or aborted journeys exceeding the threshold

If the PTS Provider fails one of the above KPIs, the PTS Provider shall provide an Action Plan with specific outcomes and milestones to address the underlying issues and to ensure the failed KPIs will be achieved in the future. This Action Plan shall be agreed with the CCG within the monthly Contract meeting. Failure to deliver the outcomes and milestones set out in the Action Plan will result in the PTS Provider being fined for the failed PTS journeys as set out in Stage 2.

2. Failure of Action Plan

Should the PTS Provider fail to achieve the outcomes and milestones set out in the Action Plan, the CCG will fine the PTS Provider 20% of the value of all failed journeys during each month in which the Action Plan was in progress.

Example:

KPI Target is 95% for anyone month the PTS Provider has failed the KPI target. An Action Plan is in place. The PTS Provider only achieves 78% on the 1st month on 1000 journeys and 86% on the 2nd month which also had 1000 journeys for that months. Therefore the CCG will fine the PTS Provider 20% of the cost of all the failed journeys for each of the two months.

In this instance the CCG will take the total number of journeys which is 2000 journeys. The CCG would then require a reimbursement from the PTS Provider on the 170 failed journey at month one in addition to the failed journeys in month 2 which equates to 90 journeys. The total journeys for those two months are 260 journeys that failed KPI target. If each journey cost equalled £25 the CCG would fine the PTS Provider £1,300. This would cover the journeys the PTS Provider failed on over the last two months.

3. Major failure

Following three or more failed Action Plans of failed KPI's with the CCG actively fining the PTS Provider as set out in Stage 2 the CCG will enforce a financial deduction of 2% of the monthly Contract value to the CCG and look back at this retrospectively for failed months.

Example:

Contract value = £100k – 2% = £2,000 for that month

Under the 2014 -15 NHS contract this is restricted to a maximum of 2½% of the contract value in any quarter.

Example:

Contract value for the quarter = £300k -2.5% = £7,500

Settlement

In instances whereby a financial penalty has been identified and agreed the PTS Provider shall issue a Credit note to the value of that penalty within one month of the date at which the two parties agree.

Failure to issue a credit note within the time scale identified will result in non-authorisation of invoice payment by the Trust until such time as the credit note has been received.

Review

CCGs may review the KPI's over the life of the contract in line with annual Commissioning Intentions.