



Hampshire, Southampton and Isle of Wight Clinical Commissioning Group Non-Emergency Patient Transport Service Review

1. Introduction

This paper provides background information on the Non-Emergency Patient Transport Service (NEPTS) review that is being carried out by NHS England and Improvement. This will help provide the framework for Hampshire and the Isle of Wight.

2. Background

In August 2021, a National Non-Emergency Patient Transport Service (NEPTS) review was published by NHS England which produced an outcome of a new national framework for patient transport.

The needs and opportunities identified in this review define **three major objectives**; to be more consistently responsive, fair and sustainable:

- NEPTS needs to be high-quality and consistently patient-centred: minimising waiting times, keeping people informed, better integrating transport into the treatment pathways and giving people more control
- More detailed national eligibility criteria and consistent standards are required to underpin good local planning and delivery
- NEPTS needs a clear path to net zero carbon, to work with local communities and continuously improve productivity through investment and innovation

This review therefore sets out a new national framework comprising of **five components**.

1. Updated national guidance on eligibility for transport support
2. Support for wider transport planning and journeys for all patients
3. Increased transparency
4. A clear path to a net zero NHS patient transport sector
5. Better procurement and contract management

3. Timeline of events

The CCG, along with other organisations across the country, will be feeding into the national consultation. Once this has been completed, we will have a national framework in which we can work locally too.

The timeline for events by NHS England and Improvement are outlined below:

- **Autumn 2021** engagement events with commissioners and the sector to help finalise the approach to national implementation of core standards taking place.
- **14/10/2021** updated eligibility criteria consultation ends
- **25/10/2021** overall eligibility criteria consultation ends
- **29/10/2021** activity and performance measures discussion paper feedback complete
- **29/11/2021** commissioning and contracting discussion paper feedback complete
- **29/11/2021** core standards discussion paper feedback complete
- **Early 2022** final eligibility guidance due to be published
- **March 2022** finalised domains and measures for minimum national dataset due to be published
- **April 2022** eligibility guidance can be used in new contracts
- **April 2022** subject to legislation, NHS Integrated Care System bodies would assume responsibility for overseeing NEPTS and transport support more widely
- **During 2022** good practice guidance on procurement will be published. Support will also be available from the national team
- **During 2022** example service specifications published- these will complement the new core standards, minimum data set and best practice Key Performance Indicators
- **December 2022** core standards and model service specification due to be published
- **End of 2022** first tranche of national data will be published
- **2023** 50% of vehicles used to deliver the contract are of the latest emission standards
- **April 2023** eligibility guidance can be used by existing services
- **2026** 75% of vehicles used to deliver the contract are of the latest emission standards
- **2030** 100% of vehicles used to deliver the contract are Ultra Low Emissions Vehicle or Zero Emission Vehicles (ZEV), including minimum 20% ZEV.
- **2035** Our ambition is that all NEPTS vehicles, with the exception of ambulances and volunteers using their own vehicles, should be zero emission. At a later date, NHS England and NHS Improvement will set out plans for when it expects all ambulances to be zero emission; NEPTS providers will need to comply with future plans for ambulances and this will be reflected in further guidance and standards
- **2040** Fully zero emission fleet

Separately to the review, NHS England and NHS Improvement is also reviewing NEPTS infection prevention and control measures, in line with Government guidance and timelines.

4. Recommendation

The committee is asked to note this update briefing.

Appendix 1 Abstract from NEPTS review – timeline for implementing key actions



Timeline for
implementing key acti

Reference materials

- Eligibility consultation and proposed criteria



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