



Emergency Ambulance Services Committee (former)

Non-Emergency Patient Transport Services Delivery Assurance Group (NEPTS DAG)

Annual Report 2023-2024



**NON-EMERGENCY PATIENT TRANSPORT SERVICES
DELIVERY ASSURANCE GROUP
(NEPTS DAG)
ANNUAL REPORT
2023-2024**

1. FOREWORD

As Chair of the NEPTS Delivery Assurance Group (the sub group of the former Emergency Ambulance Services Committee), I am pleased to commend this annual report, which has been prepared for the attention of the new NHS Wales Joint Commissioning Committee and reviews the work of this sub-group for the financial year 2023 - 2024.

2. INTRODUCTION AND SCOPE OF RESPONSIBILITY

The former Emergency Ambulance Services Committee (EASC) was a joint committee of each LHB in Wales, established under the Emergency Ambulance Services Committee (Wales) Regulations 2014 (2014 No.566 (w.67)) (the EASC Directions) and 2016 No8 (w8) The EASC (Wales) (Amendment) Directions.

The EAS Joint Committee approved the creation of the NEPTS Delivery Assurance Group in February 2019.

The NHS Wales Joint Commissioning Committee was established on 1 April 2024 and will be responsible for the commissioning of NEPT services.

3. PURPOSE

The Non-Emergency Patient Transport Services Delivery Assurance Group (NEPTS DAG) was the mechanism through which the health boards and WAST jointly planned and took collective action to deliver the NEPTS Commissioning Intentions.

The NEPTS Delivery Assurance Group provided advice and assurance to the former Emergency Ambulance Services Joint Committee and to ensure that the seven LHBs in Wales worked jointly to exercise functions relating to the planning and securing non-emergency patient transport services.

The Group underpinned the commissioning responsibilities of the former EASC to ensure equitable access to safe, effective, sustainable and

acceptable services for the people of Wales in line with agreed commissioning intentions and the EASC Integrated Medium Term Plan (IMTP).

The Group were responsible to the former EASC for undertaking the following functions:

- To receive recommendations and to make recommendations to the former EASC regarding service improvements including investments, disinvestments and other service changes.
- To develop, establish and manage performance arrangements including a team with relevant expertise, which:
 - gave assurance on the adherence to agreed Care Standards
 - reviewed and reported on performance improvements
 - reviewed and reported on activity information
 - reviewed and reported on resource utilisation and effectiveness
 - reviewed delivery of agreed service change initiatives in line with agreed milestones
 - provided assurance that Framework Agreement was operating effectively between all parties i.e. Health boards & NEPTS
 - evaluated patient outcomes, patient experience and cost impact to inform learning & continuous improvement, plus, ongoing development of the Framework Agreement.
- To monitor the delivery of the quality and delivery commissioning frameworks for NEPTS
- To receive regular reports on performance monitoring and management and the main actions to address performance issues
- To consider consultation outcomes and recommended pathway or services changes / developments before consideration by Joint Committee members
- To ensure the development and maintenance of the needs assessment across Wales of NEPTS in accordance with the requirements of relevant legislation such as the Wellbeing of Future Generations (Wales) Act 2015 and the Health and Social Care (Quality and Engagement) (Wales) Act 2020.

The Cwm Taf Morgannwg University Health Board (CTMUHB) was the identified host organisation for the former Emergency Ambulance Services Committee and its sub-groups.

4. MEMBERSHIP

The membership of the NEPTS Delivery Assurance Group comprised of members from all health boards enabling the group to provide appropriate opportunities to make arrangements to fulfil the functions

highlighted above. The Membership (at the end of March 2024) is attached as **Appendix 1**.

5. ATTENDANCE AT MEETINGS

The NEPTS Delivery Assurance Group met on 4 occasions during the year, all meetings were quorate; membership was more stable during the year and the attendance is attached at **Appendix 2**.

6. MAIN AREAS OF ACTIVITIES FOR THE NEPTS DELIVERY ASSURANCE GROUP

This year, the NEPTS Delivery Assurance Group received the following information (action notes, updates from health boards and forward look received at each meeting):

1 June 2023

- Capacity Management Plan
- Commissioning framework review and long-term strategy
- Exception updates from health boards
- Welsh Ambulance Services NHS Trust (WAST) Provider Report
- Patient Identification Standard Operating Procedure
- C6 Wait and Return
- Draft NEPTS DAG Annual Report 2022-2023
- NEPTS DAG Terms of Reference.

3 August 2023

- Future NEPTS Vision
- Renal Patient Transport
- Exception updates from health boards
- WAST Provider Report
- Safer Discharge
- C6 Wait and Return
- Review of NEPTS Commissioning Intentions
- Quality and Safety Dashboard Update
- 6 Goals for Urgent and Emergency Care Programme Update
- Review of National Commissioning.

5 October 2023

- Meeting cancelled.

7 December 2023

- Future Vision for NEPTS
- Renal Patient Transport
- Exception updates from health boards
- WAST Provider Report

- Patient Identification Standard Operating Procedure – Safer Discharge
- C6 Wait and Return
- Quality Assurance
- Review of Commissioning Intentions
- 6 Goals for Urgent and Emergency Care Programme Update
- Review of National Commissioning.

1 February 2024

- Future Liaison Model
- NEPTS Commissioning Intentions
- Exception updates from health boards
- WAST Provider Report
- Savings and Reinvestment Plan
- NEPTS Performance Dashboard
- Quality and Safety Dashboard Update
- 6 Goals for Urgent and Emergency Care Programme Update
- Review of National Commissioning.

7. ACTION LOG

In order to monitor progress and any necessary follow up action, the Group started to use an Action Log that captured all agreed actions at each meeting. This provided an essential element of assurance both to the Group and to the former EAS Joint Committee onto the health boards across NHS Wales.

8. GOVERNANCE

The confirmed NEPTS Delivery Assurance Group minutes were reported to the former EAS Joint Committee to provide an important element of the overall governance framework for NHS Wales.

9. REVIEW OF THE GROUP'S EFFECTIVENESS

The mandate for the NEPTS Delivery Assurance Group is captured within the Terms of Reference (**Appendix 3**) and the purpose available above. These terms of reference will need to be reviewed in line with the direction of the Joint Commissioning Committee.

The Group achieved 4 of 5 bi-monthly meetings during 2023-2024. 1 meeting was cancelled due to unforeseen circumstances.

The role of the secretariat to the Group was crucial to the ongoing development and maintenance of a strong governance framework for the former EAS Committee, and was a key source of advice and support for the Chair and members of the Group. The purpose of an effectiveness survey was to comply with the former EASC Standing Orders and evaluate the performance and effectiveness of:

- the NEPTS Delivery Assurance Group members and the Chair

- the quality of the reports presented to the Group
- the committee secretariat.

Members of the Group have been asked to complete the short online survey (**Appendix 4**) based the year 2023-2024.

Link here: <https://forms.microsoft.com/e/kCXyVEFmSH>

10. Conclusion and way forward

As Chair of the Group, the Deputy Chief Ambulance Services Commissioner, on behalf of the former Emergency Ambulance Services Committee is very grateful to all those involved in the work of the NEPTS Delivery Assurance Group for their support over the past 12 months, and for the constructive and positive way in which they have contributed to the activity.

The NHS Wales Joint Commissioning Committee will continue to ensure that it conducts its business in accordance with legislation and best practice. This Annual Report will provide the assurance that the NEPTS DAG has in place the appropriate governance arrangements and resources to ensure success in achieving its objectives.

11. Further Information

Please visit the former EASC website for further information in 2023/24 as outlined below: [Home - Emergency Ambulance Services Committee \(nhs.wales\)](https://EASC.NHS.Wales) (<https://EASC.NHS.Wales>)

Ross Whitehead
Deputy Chief Ambulance Services Commissioner

Date: 15 May 2024

Chair – NEPTS Delivery Assurance Group



Appendix 1

**Membership
Emergency Ambulance Services Committee
NEPTS DAG
As at March 2024**

Organisation	Representative(s)
Former Emergency Ambulance Services Committee Team	Ross Whitehead (Chair) Stephen Harray Phill Taylor Matthew Edwards
Aneurin Bevan University Health Board	Steve Bonser
Betsi Cadwaladr University Health Board	Geraint Farr Gillian Milne
Cardiff and Vale University Health Board	Elinor Mercer Colin McMillan Melanie Wilkey
Cwm Taf Morgannwg University Health Board	Elizabeth Beadle Wayne Lewis
Hywel Dda University Health Board	Gareth Skye Jason James
Powys Teaching Health Board	Andrew Quarrell
Swansea Bay University Health Board	Joanne Jones
Velindre University NHS Trust	Jeff O'Sullivan
Former Welsh Health Specialised Services Committee – Welsh Renal Network	AnnMarie Pritchard
Welsh Ambulance Services University NHS Trust	Mark Harris Karl Hughes Hugh Bennett Deborah Kingsbury Mark Thomas
Former National Collaborative Commissioning Unit	Gwenan Roberts Ricky Thomas Lee Leyshon
Welsh Government	Aled Brown Megan Owen

Appendix 2 NEPTS DAG ATTENDANCE 2022-2023

UHBs / U NHS Trusts	Name	1 June 2023	3 August 2023	5 October 2023	7 December 2023	1 February 2024
Aneurin Bevan	Steve Bonser	√	√		√	√
Betsi Cadwaladr	Gillian Milne		√			
	Geraint Farr					
Cardiff & Vale	Colin McMillan					
	Elinor Mercer	√	√		√	
	Melanie Wilkey					√
	Emma Richards					√
Cwm Taf Morgannwg	Wayne Lewis	√	A			
	Elizabeth Beadle	√	A			
Hywel Dda	Gareth Skye	√	√		√	√
	Jason James	√	√		A	√
Powys	Andrew Quarrell	√			√	√
Swansea Bay	Joanne Jones	√	A		√	
Velindre NHS Trust	Andrew Davies		√			
	Jeff O Sullivan				√	√
Former Emergency Ambulance Services Committee (EASC) Team	Stephen Harray	A	A		A	A
	Ross Whitehead	A	√(Chair)		√(Chair)	
	Matthew Edwards	A	√		A	A
	Phill Taylor	√(Chair)	A		√	√
	Sian Ashford	A	A		A	A
Former National Collaborative Commissioning Unit	Gwenan Roberts	A	A		A	A
	Ricky Thomas	A	A		A	A
	Lee Leyshon				√	√
	Susan Evans				√	√
Former WHSSC / (Renal) Kidney Network	Stuart Davies					
	AnnMarie Pritchard	√			√	
Welsh Ambulance Services NHS Trust	Mark Harris	√	√		√	
	Hugh Bennett		√		A	A

UHBs / U NHS Trusts	Name	1 June 2023	3 August 2023	5 October 2023	7 December 2023	1 February 2024
	Mark Thomas	√	√			
	Deborah Kingsbury	A	A		√	√
	Karl Hughes	√			√	√
	Lee Brooks				√	
Welsh Government	Aled Brown					√
	Megan Owen				√	



Appendix 3

TERMS OF REFERENCE NON-EMERGENCY PATIENT TRANSPORT SERVICES DELIVERY ASSURANCE GROUP (NEPTS DAG)

1. Introduction

The 2013 McClelland Review of Ambulance Services in Wales recommended that “the Patient Transport Services (PCS) should be locally responsive, cost effective and provided on clear eligibility and accessibility criteria; and that PCS should be disaggregated from the Emergency Medical Service (EMS) element of the Welsh Ambulance Services NHS Trust (WAST) delivery.

Following the McClelland Review, work began to explore the “The Future of Non-Emergency Patient Transport Services in Wales”. This culminated in the submission of a Business Case to the Minister for Health and Social Services and the announcement in January 2016 that the Emergency Ambulance Services Committee (EASC) would commission Non-Emergency Patient Transport Services (NEPTS) for all Health Boards in Wales.

The Emergency Ambulance Services Committee (EASC) is a joint committee of each LHB in Wales, established under the Emergency Ambulance Services Committee (Wales) Regulations 2014 (2014 No.566 (w.67)) (the EASC Directions).

The Business Case outlined that the Welsh Ambulance Services NHS Trust (WAST) would remain as the major provider of NEPTS but would also deliver services using a “plurality model” with WAST becoming the sole commissioner for non-emergency patient transport services of behalf of NHS Wales.

The role of the NEPTS Delivery Assurance Group is:

- To support the members of EASC in the development and implementation of Emergency Ambulance, Non-Emergency Patient Transport Services and the Emergency Medical Retrieval and Transfer Services
- The governance arrangements of the Host Health Board “Cwm Taf Morgannwg” will apply and this includes the Audit and Risk Committee arrangements as approved by the EASC. All matters relating to specific Providers will be dealt via the respective approved commissioning frameworks

- All matters that have a service and/or financial impact will need to ensure that there is a balanced provider and commissioner view.

2. Purpose

The Non-Emergency Patient Transport Services Delivery Assurance Group is the mechanism through which the Health Boards and WAST will jointly plan and take collective action to deliver the NEPTS Commissioning Intentions. Ensuring a robust and collaborative approach is taken to develop and implement the key outcomes from the task and finish group.

The NEPTS Delivery Assurance Group will provide advice and assurance to the Joint Committee of EASC and to ensure that the seven LHBs in Wales will work jointly to exercise functions relating to the planning and securing non-emergency patient transport services.

The Group will underpin the commissioning responsibilities of EASC to ensure equitable access to safe, effective, sustainable and acceptable services for the people of Wales in line with agreed commissioning intentions and the EASC Integrated Medium Term Plan (IMTP).

The Group will be responsible to EASC for undertaking the following functions:

- To receive recommendations and to make recommendations to the EASC regarding service improvements including investments, disinvestments and other service changes.
- To develop, establish and manage performance arrangements including a team with relevant expertise, which:
 - gives assurances on the adherence to agreed Care standards
 - reviews and reports on performance improvements
 - reviews and reports upon activity information
 - reviews and reports on resource utilisation and effectiveness
 - reviews delivery of agreed service change initiatives in line with agreed milestones
 - provides assurance that Framework Agreement is operating effectively between all parties i.e. Health boards & NEPTS
 - evaluates patient outcomes, patient experience and cost impact
 - to inform learning & continuous improvement, plus, ongoing development of the Framework Agreement.
- To monitor the delivery of the quality and delivery commissioning frameworks for NEPTS
- To receive regular reports on performance monitoring and management and the main actions to address performance issues
- To consider consultation outcomes and recommended pathway or services changes / developments before consideration by EASC members
- To ensure the development and maintenance of the needs assessment across Wales of NEPTS in accordance with the requirements of relevant

legislation such as the Wellbeing of Future Generations (Wales) Act 2015 and the Health and Social Care (Quality and Engagement) (Wales) Act 2020.

- To consider, agree and recommend commissioning/service issues to the EASC which are to be considered as part of the EASC Annual Plan or IMTP. This will include issues which will have an impact on the plan raised by other sub-groups/advisory groups, the WAST IMTP and EASCs strategic commissioning intentions

3. Delegated Powers and Authority

The Group is authorised to:

- Investigate or have investigated any activity for Non-Emergency Patient Transport Services within its Terms of Reference
- Obtain outside legal or other independent professional advice and to secure the attendance of outsiders with relevant experience and expertise if it considers this necessary, subject to budgetary and other requirements;
- Establish Task & Finish Groups to support its work as appropriate.

4. Sub Group

The Group may establish sub-groups or task and finish groups to carry out on its behalf specific aspects of the business within its remit.

5. Membership

The Membership of the Group will be determined locally but should as a minimum consist of:

- Representatives from Health Boards (LHBs) for planning / commissioning and/or operations representative. The 7 LHBs will be required as a minimum to nominate a Member and a nominated Deputy to sit on the Group. Clinical representation will also be encouraged
- Representatives from enhanced services group, including Welsh Renal Network & Velindre NHS Trust, to include nominated deputies
- Representatives from Welsh Ambulance Services NHS Trust (WAST) to include nominated deputies.

Other members may be appointed as deemed appropriate by the Group.

Members from the NHS Trusts in Wales and/or the provider arm of the Local Health Boards will be invited to attend meetings as required. The Group will be chaired by a member of the EASC Team, currently the Deputy Chief Ambulance Services Commissioner. In the absence of the Chair another member of the EASC Team will chair the group.

6. Meetings

Meetings will be conducted in accordance with the following:

- **Quorum**

At least 4 of the health board members or nominated deputies must be represented to allow any formal business to take place at the NEPTS Delivery Assurance Group.

- **Frequency of Meetings**

Meetings shall be held on a bi-monthly basis. Unless extra ordinary circumstances dictate. In this instance frequency will be agreed by the Chair and Members of the Delivery Assurance Group.

- **Dealing with Members' interests during meetings**

The Chair must ensure that the decisions on all matters brought before it are taken in an open, balanced, objective and unbiased manner. In turn, individual members must demonstrate, through their actions, that their contribution to the decision making is based upon the best interests of the NHS in Wales.

The Group will make decisions based on a two thirds majority view held by the voting members present. In the event of a split decision, i.e., no majority view being expressed, the Chair shall have a second and casting vote.

- **Responsibilities of Members and Attendees**

Members have a responsibility to:

- a) Attend at least 75% of meetings (or ensure the nominated deputy attends), having read all the papers beforehand
- b) Disseminate information throughout their respective organisation and through the appropriate Peer Groups and other networks
- c) Identify any agenda items to the EASC Team 10 working days before the meeting (CTM_CASC_EASC@wales.nhs.uk); and
- d) Prepare and submit the papers for the meeting 7 days before the meeting. The Chair (or other members of the EASC Team) will determine the final agenda for the meeting.

- **Withdrawal of Individuals in Attendance**

The Chair of the NEPTS DAG may ask any or all of those who normally attend but who are not members to withdraw to facilitate open and frank discussion of particular matters.

- **Circulation of Papers**

The EASC Team will ensure that all papers are distributed at least 7 days prior to the meeting.

The EASC Team will ensure that draft minutes are circulated to Members following the meeting so this can be used as part of the local briefing mechanisms.

7. Reporting and Assurance Arrangements

The Chair of the Group shall:

- Report formally to the EASC on the group's activities. This includes verbal updates on activity, the submission of the minutes and written reports
- Include in matters for decision, the formal views of the group, for consideration by EASC (in line with the EASC Standing Orders)
- Ensure appropriate escalation arrangements are in place to alert the EASC Chair, Chief Executive or Chairs of other LHBs or WAST and relevant sub groups of any urgent/critical matters that may affect the operation and/or reputation of the LHBs or WAST.
- If Member or their nominated deputy fail to attend three consecutive months, the following escalation arrangements will be triggered:
 - NEPTS Delivery Assurance Group Chair to write to the Chief Executive in the first instance and report to EASC
 - EASC Chair to write to Chief Executive and Chair of the Health Board and if no response received this would be added to the EASC Risk Register

The Chair shall oversee a process of regular and rigorous self-assessment and evaluation of the group's performance and operation including that of any sub-groups that may have been established.

8. Review

These Terms of Reference shall be adopted by the NEPTS Delivery Assurance Group at the next scheduled meeting and subject to review at least on an annual basis thereafter.

FOR ANNUAL REVIEW

Date of approval: EASC 16 May 2023

Next review due: May 2024

Next review due:

The new NHS Wales Joint Commissioning Committee will need to review its sub committee structure and purpose before terms of reference can be reviewed. Therefore, the existing terms of reference remain in use

until updated during the transition period for the first 3-6 months of the new committee.

Appendix 4



EFFECTIVENESS SURVEY

NEPTS Delivery Assurance Group

The primary purpose of the annual self-assessment survey was to consider the effectiveness of the Committee. The survey was based on a committee effectiveness survey template used for all CTMUHB Board Sub-Committees and members were requested to answer all questions. The questions discussed primarily are included below.

However, as the former EAS Committee has ended it is suggested that these key questions which were discussed annually are considered by the former members of the Committee who are now members of the new NHS Wales Joint Commissioning Committee. These questions may be considered as part of the legacy learning for the new JCC.

Form available here <https://forms.microsoft.com/e/kCXyVEFmSH>

Please see below (link sent to all NEPTS DAG members)

Former EASC effectiveness survey questions for 2023/2024 NEPTS Delivery Assurance Group

The primary purpose of the annual self-assessment survey was to consider the effectiveness of the Emergency Ambulance Services Committee and its sub groups. The survey was based on a committee effectiveness survey template used for all CTMUHB Board Sub-Committees and members were requested to answer all questions. The questions discussed primarily are included below.

However, as the former EAS Committee has ended it is suggested that these key questions which were the only ones discussed annually are considered by the members of the NEPTS DAG. The response to these questions will be considered as part of the legacy learning for the new NHS Wales Joint Commissioning Committee - JCC.

Agenda Item 2.13.1d
Appendix 1d

1. Effectiveness of the NEPTS DAG *

	Yes	Most of the time	Rarely	Never
Was there effective challenge, scrutiny and learning lessons at the NEPTS DAG?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the health boards review the progress and outputs of NEPTS DAG?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were you able to give appropriate feedback to the Chair?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you determine the appropriate level of detail you wanted from reports?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you receive appropriate, timely and accurate information for NEPTS DAG and EASC to fulfill Their roles?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you have enough time to cover the business at meetings?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are new members provided with training?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Were minutes and agreed actions received as soon as possible after meetings?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you consider NEPTS DAG to be effective in discharging its duties?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Learning from your knowledge of the NEPTS DAG, do you have any suggestions on how the work of the new NHS Wales Joint Commissioning Committee could be improved or strengthened? *

Enter your answer

Link: <https://forms.microsoft.com/e/kCXyVEFmSH>