

<b>Meeting Title</b>	Mid and South Essex Acute Trusts Boards Meeting in Common		
<b>Meeting Date</b>	13 <sup>th</sup> November 2019	<b>Agenda No</b>	<b>14</b>
<b>Report Title</b>	Transport Update		
<b>Lead Executive Director</b>	Tom Abell, Deputy CEO		
<b>Report Author</b>	Tom Abell, Deputy CEO		
<b>Action Required</b>	Decision <input checked="" type="checkbox"/> Discussion <input type="checkbox"/> Monitoring <input type="checkbox"/> ( <i>please tick</i> )		
<b>Purpose</b>	The purpose of this paper is to set out the arrangements that have been put in place in respect of supporting family and carers affected by the reconfiguration of clinical services and to respond to the recommendations approved by the Joint Committee of Clinical Commissioning Groups when they approved the Decision Making Business Case (DMBC) in 2018.		
<b>Assessment of Implications</b>			
<b>Financial</b>	<p>Does this proposal have <u>revenue</u> (recurrent or non-recurrent) implications for the Trusts? Yes</p> <p>Does this proposal have <u>capital</u> (recurrent or non-recurrent) implications for the Trusts? No</p> <p>If yes, can these implications be <u>fully</u> covered by existing budgets? Yes</p>		
<b>Risk</b>	No material risks identified within these proposals, it is believed that if adopted these proposals will act as mitigating factors in respect to BAF risks: 2.3		
<b>Equality and Diversity</b>	This proposal has been subject to an equality analysis and there are no implications for groups with protected characteristics		
<b>Freedom of Information</b>	<p><i>The following exemption(s) apply to this paper :</i></p> <p><i>None identified</i></p>		
<b>Other Implications Identified (including patient safety and quality, legal and regulatory compliance)</b>	<i>None identified.</i>		

<b>Recommendation</b>	The Trust Boards of BTUH, SUHT and MEHT are invited to: <ul style="list-style-type: none"><li>- <b>Note</b> the report</li><li>- <b>Endorse</b> the family and carer travel cost policy</li></ul>
<b>Appendices</b>	A – Briefing paper B- Family and Carer Travel Cost Policy C- Draft Application Form

## Transport briefing

Board of Directors, November 2019

### Purpose

The purpose of this paper is to set out the arrangements that have been put in place in respect of supporting family and carers affected by the reconfiguration of clinical services and to respond to the recommendations approved by the Joint Committee of Clinical Commissioning Groups when they approved the Decision Making Business Case (DMBC) in 2018.

### Process

Following approval by the CCGs of the DMBC, the STP supported by the trusts convened a Transport Working Group made up of patient, public and community representatives to develop recommendations to respond to the concerns raised during the public consultation in respect to family / carer transport and to agree actions in respect to recommendation 16 of the DMBC approved by the CCG Joint Committee which stated that:

*“Reasonable steps are taken by the Trusts to ensure that there is support for patients, their families and carers, to travel to a more distant hospital, if required.”*

### Work of the Transport Working Group

The Transport Working Group heard evidence from a wide array of organisations and individuals including:

- Essex County Council
- East of England Ambulance Service
- Community and voluntary transport organisations
- NHS staff

Following which a number of high level recommendations were agreed, these being:

- That assistance should be focused on those carers and family members of patients who are on low incomes or who would struggle to access a hospital further away as a result of poor public transport or mobility problems.
- That work should be initially focused on supporting existing community and voluntary organisations as part of our broader commitment to strengthen existing service provision rather than re-create or compete with other organisations.

### *Providing assistance to carers / family members*

It is recommended to the boards that a new policy (appended to this document) is adopted that supports people who meet two criteria:

- That their friend or relative is currently an inpatient who has been transferred from their local hospital to a specialist centre under the ‘treat and transfer’ model.
- That at the time they receive qualifying benefits or allowances in line with the Healthcare Travel Costs Scheme (HTCS).

The policy is proposed to cover:

- The cheapest suitable mode of transport for their circumstances, which is most likely to be public transport. However other services such as those operated by the community and voluntary sector will also be supported.
- Taxi travel will be permitted in exceptional circumstances (e.g. out of hours where a friend or relative has travelled out of hours on the treat and transfer vehicle).
- Up to 4 adult return journeys per patient, per day, for the period of admission to the specialist centre through to discharge or transfer back to their local hospital.

Claims will be made via the cashiers office, in line with the existing HTCS process.

It is difficult to estimate the extent to which this offer will be accessed by family / carers as a result of the very low numbers of patients who will be initially affected by these changes. It is proposed to work individually with the first phase specialities to gain a better understanding of potential impact and how best this process could work.

#### *Working with existing community and voluntary organisations*

Work has been underway for some time to look at options to strengthen and expand our community transport arrangements. Most notably putting in place arrangements whereby patients, carers or family members can use community transport to access any trust facility in mid and south Essex.

The current status of these arrangements is below:

- Additional investment is being made within the Care Cars service, which has historically served Southend Hospital both to expand the capacity of the service and to expand the service into south west Essex. Volunteer driver recruitment is currently underway to facilitate access for people who live in south west Essex.
- We have launched a partnership with Chelmsford Community Transport to provide transport support to people who live in mid Essex.

#### *Information provision*

Alongside the steps taken above, work has been undertaken to develop new paper and internet based information on getting to hospital. This has been reviewed by the transport working group and we aim to begin publishing this in the coming months.

#### **Recommendation**

The Boards are asked to:

- **Note** the report
- **Endorse** the family and carer travel cost policy

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## Family and Carer Travel Cost Policy

### Help with travel costs for family and carers of patients who are being treated at a specialist centre in mid and south Essex

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#### Purpose

The purpose of this discussion document is to set out the criteria by which family and loved ones of patients who are being treated at a specialist centre which is not their local hospital can receive help with their travel costs.

#### Background

The need to support individuals who may wish to visit a friend or relative with travel costs was identified as part of the 'Your Care in the Right Place' public consultation.

#### Proposed eligibility criteria to receive support with travel costs

To qualify for help with travel costs to visit a friend or relative an individual must meet two criteria:

1. That their friend or relative is currently an inpatient in hospital and has been transferred to a specialist centre under the 'treat and transfer' model or to receive specialist inpatient planned care.
2. That at the time their friend or relative is an inpatient they receive one of qualifying benefits or allowances (listed below), or meet the criteria for the NHS Low Income Scheme.

#### Qualifying benefits and allowances

A friend or relative can claim help with travel costs if they receive any of the following benefits:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Working Tax Credit (WTC) with Child Tax Credit (CTC)
- WTC with a disability element or a severe disability element
- Pension Credit Guarantee
- In receipt of Universal Credit and meet the criteria below:
  - They are in receipt of Universal Credit and either had no earnings or had net earnings of £435 or less in their last Universal Credit assessment period.
  - or*
  - They are in receipt of Universal Credit, which includes an element for a child, or they (or their partner) has limited capability for work (LCW) or limited capability for work and work-related activity (LCWRA), and they either had no earnings or net earnings of £935 or less in their last Universal Credit assessment period.

### **What form of transport can be used?**

The payment towards travel costs will be on the basis of what would have been the cheapest suitable mode of transport for their circumstances. This will be in most cases public transport.

In exceptional circumstances a friend or relative may be able to use a taxi, in such cases these will be agreed prior to an individual travelling and organised and paid directly through the hospitals contractual arrangements with taxi firms.

Exceptional circumstances could include where a friend or relative has travelled out of hours as part of a transfer from an A&E department to a specialist centre and public transport is unavailable at that time.

### **Number of individuals and journeys supported**

Support will be available for travel costs for up to 4 adult return journeys per patient per day whilst they are at the specialist centre. Support for travel costs will cease once the patient has been discharged from the specialist centre.

### **How to claim for travel costs**

In order to claim for travel costs individuals will be expected to complete the following process:

- Complete relevant form and take this, alongside proof of receipt qualifying benefits to the hospital cashiers office.

The cashier will then assess the claim and make the payment directly to the individual.