**GP HUB TRANSPORT WEEKLY REPORT WEEK ENDING 22 May 2020**

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| **CTC** | | | | |  | **AGE UK** | | | | | |  |  |
| **THIS WEEK** | TOT | Brig R | Tod HC | Nrs Lne | Hrn St | Kos |  | | Brig R | Tod HC | Nrs Lne | Hrn St | Kos | Mix Stones |  |
| No of referrals this week | 26 | 8 | 3 |  | 1 |  |  | | 4 |  | 1 |  | 8 | 1 |  |
| Transports completed this week | 14 | 5 | 2 |  |  |  |  | | 4 |  | 1 |  | 2 |  |  |
| Transports arranged beyond this week | 23 | 11 | 2 |  |  |  |  | | 3 |  | 1 |  | 5 | 1 |  |
| Transports cancelled/DNA | 4 | 1 |  |  |  |  |  | | 1 |  |  |  | 2 |  |  |

**TOTAL ACTIVITY PER ORGANISATION (FROM START OF PROJECT)**

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| --- | --- | --- | --- |
| **ORGANISATION** | **CTC** | **AGE UK** | **CUMULATIVE** |
| BOOKED | 44 | 43 | 87 |
| DNA/CANCELLED | 5 | 10 | 15 |
| COMPLETED | 27 | 22 | 49 |
| PENDING | 13 | 10 | 23 |

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| --- | --- |
| Furthest booking date | 5th June 2020 |

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| --- | --- | --- | --- | --- | --- |
| **AGE RANGE OF ALL REFERRALS** | 0-5 | 6-18 | 19-55 | 56-70 | 71+ |
| **TOTAL = 87** | 10 | 0 | 14 | 24 | 39 |

QUERIES AND INFORMATION

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| Another very busy week with plenty of advance bookings already. We really appreciate the flexibility of the drivers, Matt and Anya for making this work so well  With assistance from Dipika, I have simplified the reporting so that it is clearer and more fit for purpose. If there is anything we are not reporting on that you think essential then please let Pat Akerman know.  As more surgeries are coming on board, there has been some confusion about the booking process and what the transport can be used for. I have done a briefing sheet, attached to this document, and it would be useful if this could be circulated to all GP surgeries please  Just another reminder too about not giving the Transport number directly to patients as this can be confusing both for the patient and the service  Bank holiday on 25th May – we are closed and will open again at 9.00 am on Tuesday 26th. |

FEEDBACK

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| Good feedback from patients using the service who are not only grateful to be able to get to their appointments but comments about the friendliness and helpfulness of the drivers  Some surgeries have said the service is a lifeline to them and they hugely appreciate the service |

**PROCESS FOR BOOKING TRANSPORT FOR GP SURGERIES**

Information about the booking process for the GP surgeries to help us to help you. We are providing essential transport mainly between the 5 GP Hubs but are happy to take to other GP surgeries too.

* **Please ring Pat Akerman on 07495 049432 to book patient transport.**   This is the dedicated line for this service.  Telephoning Pat means we can give you an immediate response on whether we have a booking slot available and allows us to agree an alternative date if necessary without delay to you or the patient.   It also allows us to take all the essential details we need for booking the transport service
* There are times that Pat will need to contact you so it would be useful, where you have one, to give her a direct dial number. On occasions it can be difficult to navigate the general call system with waiting times to get through surgery switchboards at between 5 and 15 minutes. You can be assured that any direct dial numbers WILL NOT be made available to anyone else and will solely be used for the purpose of arranging transport
* **Please do not give out this number to the patients directly** – this is only available for surgeries to use for booking.  Any queries regarding transport should be arranged between the surgery and Pat .
* Once a transport slot is confirmed with you by Pat, you can let the patient know transport is confirmed.  The transport service will then contact the patient nearer the time of their appointment to let them know when to be ready for pick up
* Transport covers both ways – both to and from the surgery back home, with the driver waiting in surgery car park during the appointment time
* If the transport involves children, then the patients are responsible for bringing their own car seats that will be fitted safely in the bus. Please inform them of this when you confirm their transport is booked
* One essential carer/partner can travel with the patient to maintain the safety of the patient and driver. If additional passengers are needed then please talk to Pat and we will inform you whether we can accommodate that.
* If transport needs to be cancelled for any reason please let Pat know as soon as possible. The slot can then be opened up for someone else.
* We are only providing essential transport to GP surgeries. We cannot be used to transport patients to hospital.  However, if you have been unable to find patient transport to the hospital you can check in with Community Transport Calderdale as they may be able to assist with their volunteer car service (usually costed at mileage and paid by the patient).    The contact number for this is 07724 417943 and patients can call this particular number direct.