



Your Ref: LM/CLM/BedsHerts PTS01

12 October 2017

**Headquarters**  
Melbourn Ambulance Station  
Whiting Way  
Melbourn  
Cambridgeshire  
SG8 6NA

Tel: 0845 6013733

Dear Colleague

### **Re: Patient Eligibility Screening and Healthcare Professional Calls**

You may be aware that following the collapse of Private Ambulance Service Ltd., the East of England Ambulance Service NHS Trust (EEAST) is working with the four CCG Commissioners in Bedfordshire, Hertfordshire and Luton, to put in place emergency measures to support the provision of Non-Emergency Patient Transport and Patient Eligibility Screening Services.

Given the immediacy of the challenges involved, and the measures that needed to be put in place, the situation is being overseen by the NHS England Incident Management Team, and is being dealt with as a Level 2 Business Continuity incident. The measures put in place over the last two weeks form part of the emergency response, whilst more stable emergency cover arrangements are operationalised as soon as practicable.

As you will understand, EEAST has had to mobilise and stretch our leadership and call handling capacity to support the measures needed to address the immediate challenges faced by our CCG colleagues. Consequently, we are now seeing a not unexpected and unavoidable impact on performance in our Call Centre due to the sharp rise in calls we are supporting. Due to the hard work of everyone involved, we are pleased to note that there has not been any disruption to our core Non-Emergency Patient Transport Services.

By way of mitigating the impact in our Call Centre, we are implementing the following measures to support the increased number of calls:

- Additional dedicated numbers have been established for these services to enable us to monitor each contract separately.
- To manage demand, the Call Centre is only taking bookings for patients with journeys over the following 7 days.
- 9 additional members of staff have been recruited, with training commencing this week.
- Staff are volunteering to work additional hours and switch shifts to maximise cover.
- Call Handlers now have access to current contract data on Cleric and are no longer having to work with a paper system.
- We continue to prioritise calls from Healthcare Professionals.

Clearly, our key focus during this challenging period has been and remains to be to minimise the impact of these emergency measures on the performance of our existing contracts in so far as is practicably possible.



Please be assured that we are doing all we can to ensure that we restore KPI Performance as soon as possible. We anticipate that the mitigation measures we are putting in place will deliver gradual improvement over the coming weeks. If you have any immediate concerns, our PTS Leadership Team will be available to discuss KPI performance for your contract at your Contract Monitoring Meeting.

In the meantime, we ask for your support during this extraordinary period while we support the four CCGs affected by the collapse of Private Ambulance Service Ltd., to maintain patient safety and support patient flow in the relevant acute hospitals.

Yours Sincerely

**Robert Morton**  
**Chief Executive**

c.c.: Liz McEwan, Head of Urgent and Scheduled Care  
Michelle Behn, Deputy Head of Urgent and Scheduled Care  
Clarissa Mackintosh, Business Development Manager, EEAST  
Ruth Spencer, Commercial Call Centre Manager, EEAST

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