



Isle of Man
Government

Reiltys Ellan Vannin



Consultation on Changes to the On-Island Non-Emergency Patient Transport Service

December 2021

Aim

This Department of Health and Social Care (DHSC) consultation seeks to introduce eligibility criteria for the Non-Emergency Patient Transport Service (NEPTS), and would like your views about what these criteria may be.

How to respond

You can respond online on the Isle of Man Government Consultation Hub, by email to StrategicCommissioning.DHSC@gov.im, or in writing to Jacqui Kneen, Department of Health and Social Care, Crookall House, Demesne Road, Douglas, IM1 3QA. Telephone Number: 01624 685816.

When responding, please state whether you are responding as an individual or representing the views of an organisation. If you are responding on behalf of a larger organisation, please make it clear who the organisation represents and, where applicable, how the views of members were assembled.

The deadline for responses is **00.00 7th February 2022**

Background

The Non-Emergency Patient Transport Service (NEPTS) was designed to provide transport for patients who, because of a medical condition, are unable to make their own way to an NHS medical appointment or home after being discharged from NHS-funded treatment.

Use of the service has risen sharply in the last four years. In 2017, NEPTS delivered 4983 journeys, but by 2020, this had risen to 8697 journeys. This is a rise from 19 journeys per day to 33 per day. In the first quarter of 2021 alone, NEPTS has delivered more than 2500 journeys.

Our research suggests a number of potential causes for this increase in demand, which include:

1. Clinics moving into the community and away from the Noble's Hospital site – increasing destinations that causes an increase of individual journeys.
2. The delivery of on-demand collection - as a mechanism for accelerating patient discharges from Noble's Hospital.
3. Absence of clear eligibility criteria for NEPTS, which has made it unclear who should be accessing the service.

What are we trying to address?

Costs of providing the service have inevitably risen with the 75% increase in demand. We want to ensure that NEPTS is used by people who really need it because it is an expensive service to provide and it's funded by taxpayer money.

Your responses to this consultation will help us gain a clearer picture of what is driving NEPTS demand and why you think people use it currently. It will also help us to understand who you think should be able to access the service.

As well as collecting valuable data, your responses will help us to form a fair and consistent set of eligibility criteria to be implemented in April 2022.

The outcome?

We want to make sure that NHS funded NEPTS continues to be available for those who need it. Introducing clear eligibility criteria will make it easy for people to understand who should use the service.

The outcomes of this consultation will be used by the DHSC and the Department of Infrastructure Bus Vannin to develop the final eligibility criteria. We will link these outcomes to the analysis of DOI's consultation that is looking at accessibility of public transport on the Isle of Man for disabled people.

We will publish the outcome analysis from this consultation in the form of a 'We asked, You said, We did' response.

Areas / audience / interests

This consultation seeks views from everyone.

Consultation Questions

Part 1– NEPTS

1.1 Are you responding on behalf of an organisation or group of individuals?

- No.
- Yes.

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If yes, please tell us who you represent:

May we publish your response?

Publish in full – your first name and surname, organisation name, along with full answers **may** be published on the hub (your email will **not** be published)

Publish anonymously – only your responses **may** be published on the hub (your name, organisation and email will **not** be published)

Do not publish – **nothing will** be published on the hub (your response will only be part of a larger summary response document)

- Yes, you can publish my response in full.
- Yes, you may publish my response anonymously.
- No, please do not publish my response.

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Please read our Privacy Policy for more details and your rights.
https://consult.gov.im/privacy_policy/ Copy attached at the end of the document.

All paper responses will be uploaded to our consultation database for analysis along with online responses.

1.2 Please tell us about your interest in Isle of Man NEPTS:

- I am a patient (or the carer / loved one of a patient) who has previously used the non-emergency patient transport service.
- I work within the non-emergency Patient Transport service.
- I am a member of staff working within the DHSC or Manx Care.
- I am someone who has never used the non-emergency patient transport service.
- Other (please state):

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Note - You only need to answer questions 1.3 – 1.7 if you are:

- **Someone who has used NEPTS, or**
- **Answering on behalf of someone who has used NEPTS.**

Skip to Question 2.1 if neither of these apply.

1.3 When was the last time you / your patient or loved one used the NEPTS?

- Within the last 3 months.
- Within the last 12 months.
- Over 12 months ago.

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1.4 Which of these statements best describes the purpose of your / their NEPTS journey?

- Outpatient healthcare appointment:

Fracture clinic.

Chemotherapy.

Renal.

Other (please state):

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- Day care inpatient admission:

Noble's Hospital.

Ramsey District Cottage Hospital (RDCH).

- Hospital to home / care home.
- As or with a patient being discharged from a ward.
- As or with a patient being discharged after attending A&E.
- Other (please state):

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1.5 Were you / they the only patient being transported during the journey?

- Yes.

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- No, another patient was picked up / dropped off during my journey.

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1.6 Which of these statements best describes the reason you / they required the NEPTS?

- I / they have a chronic medical condition that prevents me / them from being legally able to drive.

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- I / they do not drive / do not have access to a car.

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- A carer / family / friend was unable to transport me / them.

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- It is more convenient than making my / their own way to an appointment.

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- I / they cannot afford to pay for alternative means of travel.

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- Public transportation is not accessible for me / them.

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- I / they feel that access to health related services should be provided with no bearing on any medical condition.

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- Other (please state):

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1.7 What mode of transport do you / they tend to use most frequently in your / their normal daily life?

- Own vehicle or a member of my household's vehicle.

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- A lift from a carer, friend or neighbour.

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- A lift from a community support group / charity.

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- Public transport.

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- Walk.

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- Taxi.

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- Other (please state):

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Part 2 – Proposed Eligibility Criteria.

Our guiding principle is that those with **less severe** medical, mobility or cognitive / sensory needs should travel independently. This section sets out the core eligibility criteria for people with **severe** medical, cognitive or sensory issues, severe mobility or safeguarding needs, and for the transport of carers and escorts.

So what are the proposed eligibility criteria?

(a) Medical Need

- *Patients where independent travel presents a clinical risk such as low immunity.*
- *Patients who are at risk of severe oxygen desaturation if having to walk short distances (i.e. are unable to attend a public transport link without risk of harm or injury).*
- *Patients who have had major surgery in the last 6 weeks.*
- *Patients who cannot use public transport (bus, taxi etc.) because they:*
 - *Have a medical condition that would compromise their dignity or cause public concern.*
 - *Are experiencing unpleasant side effects as a result of their medical treatment.*

(b) Cognitive or Sensory Impairment

- *Have severe communication difficulties or severe cognitive impairment which would routinely prevent them using public transport.*
- *Patients who are blind, profoundly deaf or have speech (not language) difficulties, which mean they are unable to travel alone.*

(c) Severe Mobility Need

- *Patients who have a clear need to travel in a wheelchair (providing they do not have a specially adapted vehicle, a mobility allowance or are unable to use public transport).*
- *Patients who cannot walk without continual physical support (not including the use of aids such as walking sticks or Zimmer frames).*
- *Patients in full leg casts.*

(d) Specific Treatment

- *Patients attending renal dialysis sessions two or more times per week for the duration of the treatment.*
- *Patients attending chemotherapy sessions two or more times per week for the duration of the treatment.*

What about escorts accompanying patients?

It is proposed that an escort will be permitted where at least one of the following criteria is met:

- *The Escort is required to provide medical treatment not routinely provided by NEPTS.*
- *The Escort is a carer for an individual with severe communication difficulties, severe cognitive impairment, severe sensory impairment or enduring mental health condition, which would routinely prevent the cared for using public transport.*
- *The Escort is a parent / guardian to a patient under the age of 16.*
- *Where the DOI team coordinating transport bookings receives a recommendation from a clinician.*

2.1 Having read the Eligibility criteria – do you agree with the following statement?

'The NEPTS should be available to individuals with severe medical, cogitative or sensory, severe mobility or safeguarding needs, and for the transport of carers and escorts.'

- Yes.
- No.
- Unsure.

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2.2 If you answered No, please tell us why you disagree:

2.3 Please tell us if you agree with the following statements.

'We should allocate funding to provide transport for'

'...people who have an **assessed** medical need.'

- Yes.
 - No.
 - Unsure
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'...people who have a medical need, whether or not it has been assessed.'

- Yes.
 - No.
 - Unsure.
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'...people who cannot use a car or public transport in their normal daily lives because of a medical condition.'

- Yes.
 - No.
 - Unsure.
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'...people receiving treatment at an appointment which will make them medically unfit to drive themselves.'

- Yes.
 - No.
 - Unsure.
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'...people who require specific support during their journey.'

- Yes.

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- No.

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- Unsure.

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'...everyone, so long as the journey is over a certain distance.'

- Yes.

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- No.

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- Unsure.

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'...everyone, regardless of their location, medical needs, or financial circumstances.'

- Yes.

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- No.

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- Unsure.

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2.4 Do you agree with the following principles?

'Patients should generally try to arrange their own travel to and from on-island medical appointments (e.g., driving, public transport, lifts from family, friends or carers).'

- Yes.

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- No.

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- Unsure.

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'Patients should not automatically be provided with on-island transport free of charge.'

- Yes.

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- No.

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- Unsure.

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2.5 If you are a current user of NEPTS and these eligibility criteria were implemented, would the proposal preclude you from receiving the service in the future?

- No.
- Yes (please explain):

2.6 Are there any additional criteria you feel would be appropriate for the DHSC to consider implementing?

- No.
- Yes (please state):

2.7 Do you feel the eligibility criteria will disadvantage or impact other individuals or certain groups of people?

- No.
- Yes (please state):

Part 3 – NEPTS Service Model

The DHSC is committed to the future sustainability of service delivery. With competing priorities for funding it is important that service reviews are undertaken to ensure they meet the greatest need and represent value for money to the taxpayer.

In addition, the Department is mindful of its responsibilities in supporting the Government agenda to achieve net-zero greenhouse gas emissions by 2050. As we look at ways to reduce carbon emissions, it is sensible and appropriate to consider this when reviewing service provision.

We therefore welcome your views on the following questions related to 'how' the service is delivered.

3.1 If the Department implemented specific collection times (rather than an on-demand service) to reduce the number of journeys undertaken, how long do you think it would be acceptable to wait for transportation (from the time your appointment has ended)?

- Less than 30 minutes.
- 30 minutes to 1 hour.
- 1 to 2 hours.
- 2 to 3 hours.

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3.2 If the Department implemented central / specific collection and drop off points (i.e. Ramsey Bus Station, Port Erin Train station) as opposed to a 'door to door' service would this affect you?

- No.
- Yes – please explain how:

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3.3 To retain a door to door service, would you be prepared to pay a standard service fee? If so what would be a reasonable cost?

- Within 5 miles.

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| £ |
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- Within 10 miles.

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| £ |
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- Within 15 miles.

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| £ |
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3.4 If accessing Public Transportation links is problematic, does the health service need to revise how it schedules appointment times to enable greater accessibility for patients?

- Yes.

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- No.

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3.5 We intend to publish the results of this Consultation in March 2022 with a view to implementing the eligibility criteria in April 2022. Do you think this timeframe is reasonable?

- Yes.

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- No (please explain):

Part 4 (Optional)

4.1 What is your postcode?

4.2 Can we contact you for more detail?

- No
- Yes

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If yes, please give:

Your name –

Email address OR telephone number –

Privacy

Cabinet Office as Data controller

The Cabinet Office of the Isle of Man Government is joint data controller along with the department, board or office running the consultation, for the purposes of the Data Protection Act 2018 and the GDPR and LED Implementing Regulations 2018.

Delib Limited is the Data Processor and provider of the Consultation Hub (Citizen Space) site.

The contact details for the Cabinet Office are:

Change & Reform Team
Cabinet Office
Government Office
Bucks Road
Douglas
IM1 3PN
Tel: +44 1624 685711
Email: Consultations@gov.im

The Data Protection Officer for the Cabinet Office is:

CO Data Protection Officer
Cabinet Office
Bucks Road
Douglas
IM1 3PN

Tel: +44 1624 686779
Email: DPO-CabOff@gov.im

Your personal information

The Cabinet Office collects and processes your personal information as follows:

- Name
- Email address
- Organisation (if responding on behalf of)
- IP address
- Opinions

Consultations or Surveys may occasionally require the following additional information if it is considered necessary for the consultation process:

- Position in Organisation/job title
- IOM Residence
- Address
- Telephone Number

How we will use the information we collect about you

Isle of Man Government is committed to protecting the personal information you provide.

The Cabinet Office will use your personal information to:

- form part of the verification process to ensure the user is an individual in order to prevent incorrect or fraudulent use of the system.
- to contact you to engage further with the consultation process or survey.

How we will share the information we collect about you

We will not share your data with any third parties. Data will only be shared between the Cabinet Office of the Isle of Man Government and the Isle of Man Government department, board or office running the consultation, as joint controllers.

However, on occasion, and following approval from the joint controllers, Personal Data may be shared with a third party consultant, or independent chairperson who has been appointed to support the consultation process.

Protecting your information

The Cabinet Office will:

- keep your information safe and secure in compliance with its information security policy.
- only use and disclose your information as detailed above, where necessary.

- retain the information for no longer than is necessary and your information will be permanently deleted once the timeframes set out below have been reached.

Transfer of Information outside the EEA

It is not expected that your information will be transferred outside of the EEA.

More information

You can find out more information by:

- looking at the [Cabinet Office Privacy Notice](#)
- contacting our Data Protection Officer at DPO-CabOff@gov.im or +44 1624 686779
- asking to see your information or making a complaint if you feel that your information is not being handled
- making a subject access request which is a request for all of the personal data we hold about you
- obtaining this information in large print, or other format (as appropriate)

Your rights

You have a right to access your personal data to ensure that it is accurate, and to request that it is rectified, blocked, erased or destroyed if it is inaccurate. All contributors will be asked to clarify their permission to publish their response and may agree to publish in full, publish anonymously or not publish at all. You may request, at any time, for your personal details and/or input to be removed from the Consultation Hub system.

To make any request relating to your data held by us, please contact the Data Protection Officer for the Cabinet Office who is: DPO-CabOff@gov.im / +44 1624 686779

If you are not satisfied with the response you receive, you may also complain to the Information Commissioner, whose details can be found on www.inforights.im, or the relevant supervisory authority. You may have a right to other remedies.

Cabinet Office (Consultation Hub – Citizen Space) Retention Periods

Retention period

Your **personal data** on Management reports downloaded from the Consultation Hub:

- your data will be held until closure of the consultation on the Hub + one year, as part of the consultation records

Any **email exchange** relating to access, ideas or clarification:

- held until closure of the consultation on the hub + one year after, as part of the consultation records

Your **personal data** on Citizen Space (Consultation Hub software):

- the duration of the consultation + one year after, as part of the consultation records

*Please note, retention periods **may be extended** where there is a **statutory, regulatory, legal, operational, or security requirement** to do so. Please see the [Cabinet Office Privacy Notice](#) for more information.*

Appendix 1. Delib Privacy Information

Delib's software (this website) enables organisations to set up and operate democratic exercises, through which they will engage with you.

When you access and use this site, your information submitted to these exercises will go to the *data controller*: the organisation running this site. If you have provided it, this information may include personal data (e.g. your name, age, contact details etc.).

Delib's role is to process this data on behalf of the controller. Processing means (among other things): making sure this website runs properly, that your data is securely stored and is available to the controller so that they can do their work effectively.

Our primary purpose is in making software platforms that help you to have your say. To do this we need to make sure that when you do, your data is safe, secure, and can be worked with effectively. So that's what we do. Delib will not access your personal data unless requested to do so by the controller, and only for the purposes of helping them or you.

The data controller will have a privacy policy or other information notice, which sets out how they will hold and use the information you provide, as well as your rights in relation to that information. This policy or notice may be included on this page, or can be obtained by contacting them.

If you have any questions or requests about your personal data, these should be sent to the data controller in the first instance. Delib cannot directly deal with such enquiries as it does not control how your information is used.

Appendix 2. Collection of Browser Information

Delib stores information which is provided by your computer when you use the website. For example, your browser type, IP address, language preference, referring site, and the date and time. Delib's purpose in collecting this information is to maintain the security of the website and for the purposes of operating and improving the software.



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