News release

NSL TO RUN PATIENT TRANSPORT SERVICES FOR NHS KENT AND MEDWAY

9 January 2013

NSL Care Services, one of the UK’s largest providers of patient transport services, has been selected to provide patient transport services for the NHS in Kent and Medway from 1 July 2013. The service will cover NHS Eastern and Coastal Kent, NHS Medway and NHS West Kent.

NSL Care Services is part of the NSL Services Group, which provides a wide range of outsourced transport and transport-related services to the public sector nationwide.

Helen Medlock, Associate Director of Urgent Care at NHS Kent and Medway said: “Our aim is to provide a comprehensive and efficient service for patients across Kent and Medway and the tender evaluation team was particularly impressed with NSL’s focus on the needs of the patients, how they train and support staff and how they will work with our care providers. We worked with Kent and Medway NHS Trusts, Clinical Commissioning Groups, patient liaison groups, clinicians and current managers of the transport service throughout the tender process and we will continue to work with our partners to ensure that the transition process is managed with minimal inconvenience to patients.”

The new patient transport service will be led by NSL Care Services Managing Director, Alastair Cooper. He said: “We are delighted to be working in Kent and Medway. It will be our duty to make sure all eligible patients who use our service are transferred to and from their health appointments as quickly and comfortably as possible, ensuring they receive first-class standards of care. Our aim will always be to reflect the high standards delivered by the patient’s chosen healthcare provider.”

One of NSL’s first tasks will be to evaluate the understanding of how the eligibility criteria works in practice, in order to make sure those eligible receive the highest quality service. The criteria, already in place in the region, were introduced nationally by the Department of Health in 2007.\*

During the contract implementation period, NSL will work closely with key stakeholders, patient representatives, staff who are being transferred into NSL, and current providers, for a smooth and seamless transition.

Alastair Cooper added: “We look forward to a long and successful partnership with the local health communities and becoming a fully integrated part of the healthcare teams within the region.”

Ends

For further information, please contact Dr Belinda Webb, NSL Head of Communications, on 020 7430 6921 or 07825 088794/07775 851853.

Notes to Editors:

NHS Kent and Medway comprise:

• NHS Eastern and Coastal Kent, Brook House, John Wilson Business Park, Reeves Way, Chestfield, Whitstable, Kent CT5 3DD;

• NHS Medway, 50 Pembroke Court , Chatham Maritime, Chatham Kent ME4 4EL; and

• NHS West Kent, Wharf House, Medway Wharf Road, Tonbridge, Kent TN9 1RE.

Eligibility criteria for Patient Transport Services have been in place since 2007, having been adopted nationally by the Department of Health at this time. The DoH’s guidelines say:

\*Eligible patients are those:

Where the medical condition of the patient is such that they require the skills or support of PTS staff on/after the journey and/or where it would be detrimental to the patient’s condition or recovery if they were to travel by other means.

Where the patient’s medical condition impacts on their mobility to such an extent that they would be unable to access healthcare and/or it would be detrimental to the patient’s condition or recovery to travel by other means.

Recognised as a parent or guardian where children are being conveyed.

The eligibility criteria, which are national standards published by the Department of Health, have not changed.

Other services are available to those patients who are not eligible – including the local volunteer sector, bus services and Hospital Travel Costs Scheme.

• NSL employs more than 4,600 people and has over 100 offices throughout the UK. NSL provides tailored solutions for the following markets:

o Patient and Passenger Transport –non-emergency and specialist NHS patient transport services. Passenger transport services across Heathrow and Gatwick airports.

o Business Processing – identity validation solutions, and back office operations, including Shared Service Centres in Croydon, Coventry and Oldham for Transport for London (TfL), Local Government and the NHS.

o Enforcement – on and off-street enforcement services; NSL is the UK’s biggest employer of Civil Enforcement Officers (CEOs), Parking Attendants, and Traffic Attendants. NSL manages over 500 car-parks and delivers effective traffic management enforcement services for most of the UK’s major cities, including Manchester, Birmingham, Edinburgh, Belfast, and London – where NSL works in partnership with 18 Boroughs.

o Consultancy – NSL provides a wide range of consultancy services, including parking design, traffic modelling, urban design and road safety engineering.

• NSL is an Investor in People Champion, and was awarded an Investor in People GOLD Award, joining the top 2% of UK organisations to have achieved the prestigious standard, which is given only to organisations who can demonstrate excellence in developing and supporting their staff.