

## Questions on agenda items at the 31 July 2019 Board meeting and the Trust's response

Question	Trust reply
1) New Nepts contract - who will be responsible for enforcing the stricter interpretation of the eligibility criteria for Whittington patients? Will it be the Whittington, the Royal Free or DHL?	<p>From 9 September, DHL will be the new provider of the non-emergency patient transport service contract across the north central London area.</p> <p>DHL will continue to apply the criteria set out in the Department of Health &amp; Social Care's best practice guidance document - Eligibility Criteria for Patient Transport Services</p> <p>A Q&amp;A document was also approved by the Non-Emergency Patient Transport Project Board and circulated to the questioner.</p>
2) Old Nepts contract - Why are there no complaints about transport in the 2018/19 Compliments and complaints annual report?	<p>The Chief Nurse has reviewed the 2018/19 Compliments and Complaints annual report. While the report did not explicitly have a category for complaints relating to non-emergency patient transport, it did highlight 11 complaints in total made during the year in the category of admission, discharge and transfer. The Patient Advice &amp; Liaison Service (PALS) &amp; Complaints Manager has identified that of those 11 complaints, six were in relation to the non-emergency patient transport service. Of the six complaints, four were upheld, one was partially upheld and one was not upheld. As stated at the July Board meeting, the Trust can assure you that it will monitor PALS contacts and also formal complaints to see if there is a trend in relation to the new non-emergency patient transport service.</p>
3) At what level within the Hospital management/committee structure are reports made when appointments are cancelled by the Hospital and remade with a lengthy delay? I will declare a personal interest in this matter as my GP & the NHS appointments line made an appointment for me to attend the Vascular surgery on 11/6/19 but it was cancelled and the	<p>The Trust's cancellation of appointments and their re-booking is managed within each of the five Integrated Clinical Service Units (ICSU) and is also reported to respective ICSU Boards reflecting guidance in the national NHS access policy.</p>

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<p>Hospital made a new appointment for 27/8/19 i.e. a 2 &amp; 1/2 month delay. Presumably this applied to a number of patients on this occasion, has probably happened in the past for other disciplines and may well happen again but is it reported?</p>	
<p>4) Agenda item 13 - Quality &amp; safety risk register - Will Brexit be added to the Risk Register?</p>	<p>In terms of risks associated with the impact of Brexit, there are two corporate risk register entries from the Acute Patient Access, Clinical Support Services and Women's Health ICSU that relate to risks covering:</p> <ul style="list-style-type: none"> <li>• disruption to the supply of radiopharmaceuticals; and</li> <li>• the risk of medicine stock shortages</li> </ul> <p>In addition, the Trust recognises there may be a potential impact on the delivery of its strategic objective relating to the recruitment and retention of high quality substantive staff could lead to reduced quality of care, and higher costs (e.g. Nursing, junior doctors, medical posts).</p>
<p>5) Agenda item 12 - Quarterly Guardian of safer working report - Has the Hospital any idea of the implications, for it, of the Court of Appeal decision in favour of Junior doctors against the Derby Hospital NHS Trust/Royal Derby Hospital ?</p>	<p>Following the Court of Appeal's judgement, there was a deadline of 9 August 2019 for University Hospitals of Derby and Burton NHS Foundation Trust to lodge an appeal. Along with other NHS bodies, we will await central guidance from the Department of Health &amp; Social Care on next steps following the judgement concerning junior doctors' rest breaks.</p>