

Vaughan Gething AC/AM  
Ysgrifennydd y Cabinet dros Iechyd a Gwasanaethau  
Cymdeithasol  
Cabinet Secretary for Health and Social Services



Llywodraeth Cymru  
Welsh Government

Ein cyf/Our ref MAP/IVG/0600/18

Rhun Ap Iorwerth AM  
Assembly Member for Ynys Mon  
National Assembly for Wales  
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13 April 2018

Dear Rhun,

Following Question Time in Plenary on 16 January, the First Minister has asked me to write to you about ambulance taxis.

As I explained previously, the transformation plans that have been put in place by both the Emergency Ambulance Services Committee (EASC) and the Welsh Ambulance Services Trust (WAST) have made steady progress in improving the quality and performance of non-emergency patient transport services.

Since June 2017, both EASC and WAST have been working together on the development of a national commissioning framework for non-emergency patient transport services. The framework sets out the care standards, future service delivery model and performance reporting arrangements that will drive further service improvements. The framework is operating in a shadow form to test its effectiveness and it is expected that it will go live nationally by summer 2018.

Over the last 12 months, the Trust has reported that it has made significant improvements to a number of services and these have delivered better patient outcomes and experience. The improvements include:

- 77% of renal patients arriving within 30 minutes of their appointment time and 72% of patients taken home within 30 minutes of their treatment finishing. No patient missed a dialysis appointment due to a lack of transport during this time;
- 65% of other patients arriving within 30 minutes of their appointment time and 83% of patients taken home within 60 minutes of their appointment ending. Less than 13% of patient journeys are aborted;

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

- the Trust has tested plans to provide overnight accommodation for patients who have to travel regularly over long distances to receive treatment and are now evaluating the patient feedback before making any decisions on plans to extend the scheme, and
- a new management structure has ensured greater compliance with a new performance system and this improved staff motivation and wellbeing and reduced sickness absence.

I continue to monitor progress on the performance of non-emergency patient transport services through my discussions with the Emergency Ambulance Services Commissioner and the Trust.

Yours sincerely,

A handwritten signature in black ink that reads "Vaughan Gething". The signature is written in a cursive style with a large, sweeping 'V' and 'G'.

**Vaughan Gething AC/AM**

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