
Commissioning for patient experience

Designing non-emergency patient transport service in Leicester, Leicestershire and Rutland

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Patients, Practices, Partners

Focus commissioning question

What needs to happen so that eligible patients in Leicester, Leicestershire and Rutland get effective, safe, appropriate and timely non-emergency transport services?



Co-design: what we did

Captured the experience of:

People who use transport (n = 43)

Family carers and escorts (n = 11)

Drivers (n = 18)

**Frontline staff: NHS staff (n = 16), PTS
staff (n = 5)**



Analysis – what we did

- Themed qualitative data
 - Created emotional maps
 - Translated insights into high impact actions
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- Presented business intelligence to stakeholders at public, contract and market events
 - Taken additional learning from events
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- Shared business intelligence with project group
 - Worked with project group and embedded business intelligence as a golden theme through business case and specification



How we engaged



1-2-1 intensive interviews with patients, carers, drivers, planning/control room staff, health care professionals in setting of care



**Planning Alternative Tomorrows (PATH) event
Market event
Provider event – community and acute**

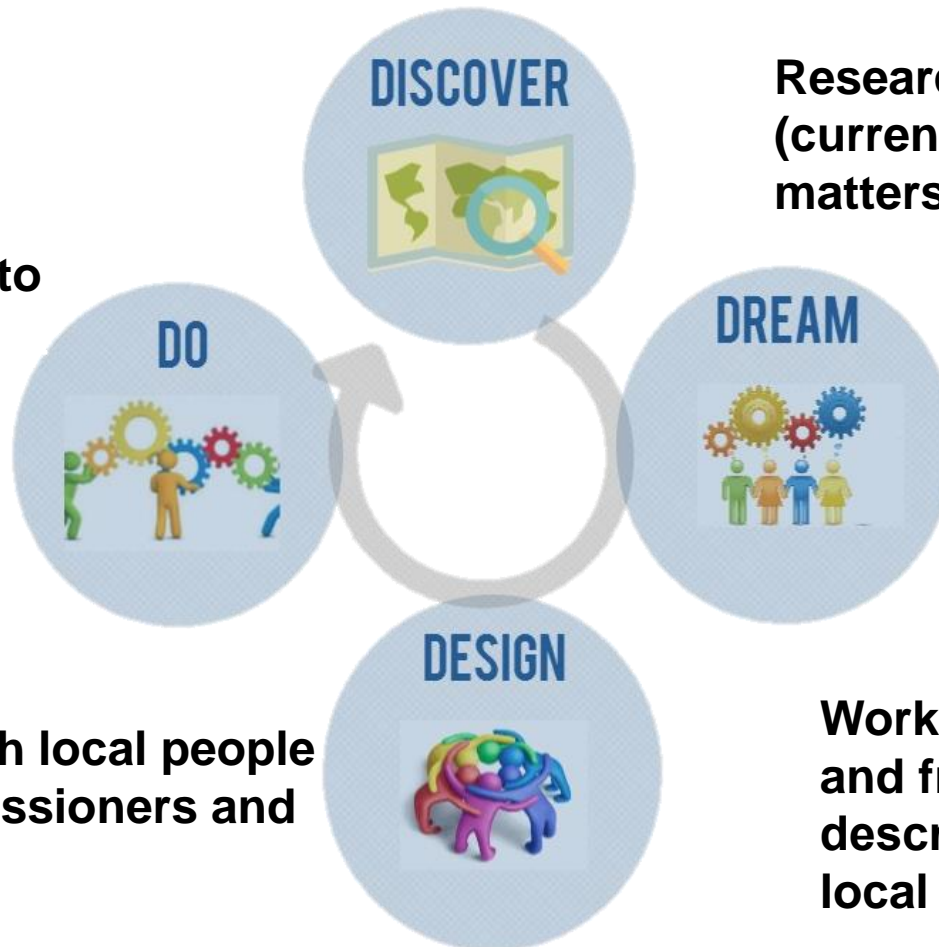


Methodology – Experience Led Commissioning

Georgina Craig Associates

Experience Led Commissioning

Embed into
contracts



What made the difference?



Engagement and experience team involved from the start and member of a strong project group



Relationships developed through co-design



Shared learning acted or being acted on



Insights integral to business case and specification



Changed the conversation and the language

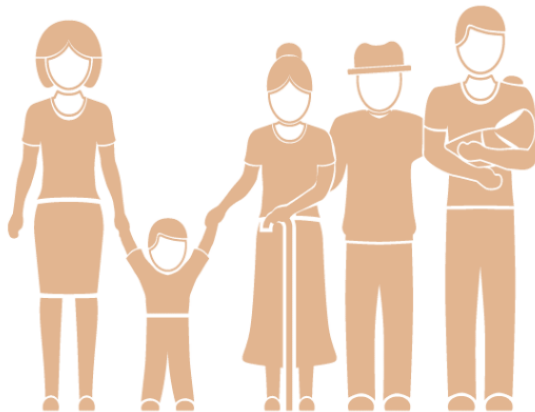
Our work here is not done!



**Embed our business intelligence
into the transport provider contract**



**Work with providers across the health
economy to ensure that mobilisation is
patient-centred**



**Support relationship building
across all providers, patients,
carers and stakeholders to
ensure that people are working
together to provide a patient
centred service**

Thank you

Questions

