

Paper A1: TASL presentation slides 8/11/17

TASİL

Welcome



Our director team



Margaret
Serna
CEO



Lee Barham
**Chief
Operating
Officer**



Graham Briggs
**Director of
Corporate
Services and
Workforce**



Andy Tuke
**Finance
Director**



Sue
Flintham
**Regional
Director
North**



Stewart Briggs
**Regional
Director
Midlands and
South**

A bit about us

- Operating since 1985 – originally Canvey Island, Essex
- Became TAS from 1998
- Acquired by current management 2013
- Headquarters & Control in Lincoln
- 19 Operational Bases
- 500,000 patient journeys annually
- 350 Vehicles
- 750 Staff
- £25m turnover
- Leicester, Leicestershire & Rutland 1st October

TASL



Public entities



Private sector





Core Values

Improve as a Team

Being compassionate, kind and understanding

Show and promote respect

To be effective through efficiency

Behaving and operating professionally



OUR AMBITION IS

GETTING IT RIGHT FOR PATIENTS

***The right RESOURCE
in the right PLACE
at the right TIME***



Pre-contract

- Consulted extensively with Arriva staff and their trade unions – 98 staff joined us from 1/10/17
Recruited 25 new staff
- Secured new bases in Leicester and Loughborough, exploring a third one in the Nuneaton area
- Procured and equipped a new fleet of:-
 - 35 Cars (Renault captures)
 - 29 Wheelchair access vehicles (Mercedes Vitos)
 - 9 PTS Stretcher ambulances (Peugeot Boxers)



Eligibility

Who is eligible – patients who

- Have a medical condition that prevents them from travelling to hospital by other means.
- Have treatment with side effects that require the support of specialist staff.
- Have a medical condition that might put them at risk of harm if travelling independently.
- Have health needs that require medical assistance during transport.



How do I book my transport?

- Call 0345 241 3012
- Connects with our contact centre for eligibility screening – remember to have your appointment time/place, and NHS number to hand
- Receive a booking reference for any future queries/changes
- In time – you can view and change your booking on an App



If you have concerns or issues let us know
info@thamesgroupuk.com

After your journey if you want to provide positive or negative feedback?

– call our independent **Patient Experience Team**
on 0808 164 4696 or email:
PET@thamesgroupuk.com



Post-mobilisation

Lessons learnt and areas of focus:

- Waiting a long time on the phone
 - Change operating model and introduced LLR contact centre.
 - Implemented changes to Healthcab – the online booking system including having more hospital staff booking through system.
- Fixing the issues related to control having impact on the Care/Driver team.
- Priority telephone lines and control centre being established for the most vulnerable patients and dedicated drivers for renal patients being introduced
- Ongoing weekly interface meetings with partners across the system
- Listening to feedback experienced so far