

NHS ENGLAND  
2014/15 NHS STANDARD CONTRACT  
PARTICULARS

**KEY PERFORMANCE INDICATORS – Transportation**

Ref	Measure	Threshold	Target	Method of Measurement	Consequence of breach	Monthly or annual application of consequence
	<b>Journeys</b>					
T1	Passenger time on vehicle is less than 60 minutes	80%	90%	Data to be logged by Provider	Contract Management (CG9)	Monthly
	<b>Arrival at treatment centre</b>					
T2	% of planned patients arriving within 30 minutes before and 0 minutes after scheduled appointment time	90%	95%	Data to be logged by Provider	Contract Management (CG9)	Monthly
T3	% of on-the-day patients arriving within 30 minutes before and 0 minutes after scheduled appointment time	90%	95%	Data to be logged by Provider	Contract Management (CG9)	Monthly
	<b>Collection from treatment centre</b>					
T4	% of planned patients collected within 30 minutes of scheduled collection time or Patient Readiness Notification	90%	95%	Data to be logged by Provider	Contract Management (CG9)	Monthly
T5	% of on-the-day patients collected within 30 minutes of provider being informed	90%	95%	Data to be logged by Provider	Contract Management (CG9)	Monthly
	<b>General</b>					
T6	Patient satisfaction surveys completed	0.4%	0.5%	Data to be logged by Provider	Contract Management (CG9)	Monthly

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T7	Patient satisfaction of transport service	85%	90%	Data to be logged by Provider	Contract Management (CG9)	Monthly
T8	% of complaints acknowledged within 3 working days	95%	100%	Data to be logged by Provider	Contract Management (CG9)	Monthly
T9	% of complaints resolved within 30 working days	80%	90%	Data to be logged by Provider	Contract Management (CG9)	Monthly

NB

1. The above measures are required monthly, submitted by Provider by 15<sup>th</sup> of following month:
2. The appropriateness of these performance measures are to be reviewed annually