

## **Appendix F**

### **Extract from Audit Scotland Report**

#### **Key Messages**

- Transport services for health and social care are fragmented and there is a lack of leadership, ownership and monitoring of the services provided. The Scottish Government, Regional Transport Partnerships, councils, NHS boards and the ambulance service are not working together effectively to deliver transport for health and social care or making best use of available resources.
- From the limited information available we have identified that over £93 million was spent in 2009/10 on providing transport to health and social care services. There is a considerable underestimate as data on costs, activity and quality is poor. The public sector will find it difficult to make efficient and effective use of available resources without this basic information.
- Joint working across the public sector and with voluntary and private providers is crucial for the successful and sustainable development of transport for health and social care. Improved joint planning could lead to more efficient services. There is scope to save money by better planning and management of transport for health and social care without affecting quality. Prior projects show scope for efficiencies but these lessons have not been applied across Scotland.
- Reducing or removing funding from transport services can have a significant impact on people on low incomes, older people and people with ongoing health and social care needs. But the potential effect of changes to services is not often assessed or monitored and alternative provision is not put in place. The public sector needs better information on individual needs and on the quality of the transport services they provide.

#### **Key recommendations**

The short-life working group on healthcare transport led by the Scottish Government should :

- Take account of the findings and recommendations of this report in its work.

The Scottish Government and partners should :

- Work together to clarify responsibilities for planning and delivering transport for health and social care and how these link together.

Partners (councils, NHS boards, Regional Transport Partnerships and the ambulance service) should :

- Collect routine and accurate data on the activity, cost (including unit costs) and quality of services they provide and routinely benchmark performance and costs to ensure resources are used efficiently.
- Assess the impact of proposed service changes on users and other providers of transport.
- Ensure that staff have up-to-date information about all transport options in their area and provide better information to the public about available transport options, eligibility criteria and charges.
- Integrate or share services where this represents more efficient use of resources and better services to users, including considering an integrated scheduling system.
- Ensure that transport for health and social care services is based on an assessment of need and that it is regularly monitored and evaluated to ensure value for money.
- Use the Audit Scotland checklist detailed in Appendix 3 of the full report to help improve planning, delivery and impact of transport for health and social care through a joined up, consistent approach.