

Schedule 2A: Annex A – Merseyside Planned PTS

Glossary of Terms

Assistance Dog	Assistance dogs are trained to provide support for individuals with physical disabilities, are blind or partially sighted, deaf or have complex health conditions; this also includes individual owned dogs specifically trained to meet their owner’s needs.
Authorised Representative	The individual within the Bidder's organisation with full authority to represent the Bidder and negotiate on its behalf.
Booking Cut Off Time Planned Activity	<p>The booking cut off time for planned activity is:</p> <ul style="list-style-type: none"> • 16:00 Hours on the day prior to travel <p>This will allow the provider sufficient time to programme the journey for the following day. Bookings received after this time will count as unplanned activity and be moved according to the requirements set out in the specification relating to Unplanned Activity.</p>
CCG	CCG, or Commissioning CCG
Commissioner(s) or Commissioning CCGs	The CCG or any or all of the CCGs on whose behalf the CCG is procuring the Services, as the context permits.
Commissioning Area	<p>The area covered by this specification for which the following CCGs (or their successor organisations) have responsibility:</p> <ul style="list-style-type: none"> • NHS Halton CCG • NHS Knowsley CCG • NHS Liverpool CCG • NHS South Sefton CCG • NHS Southport and Formby CCG • NHS St Helens CCG
Contract	The contract (NHS Standard Contract) entered into by the Co-ordinating Commissioner and the Provider, which sets out the terms governing the provision of the Services.
Coordinating Commissioner	NHS Blackpool CCG
Eligible Escort	<p>As per Department of Health guidance 2007, an Eligible Escort is:</p> <p>A healthcare professional or relative that accompanies an Eligible Patient</p>

	<p>on the journey in order to provide particular and necessary skills or services that the Eligible Patient may require and which cannot be provided by the PTS staff (e.g. accompanying a person with physical or mental incapacity or to act as a translator); or</p> <p>A person recognised as a parent or guardian of an Eligible Patient who is under the age of 16</p>
Eligible Patient	<p>As per Department of Health guidance 2007, an Eligible Patient is any person who:</p> <p>Meets Transportation Eligibility Criteria defined by the Commissioner (Schedule 2A: Annex C) having been evaluated in accordance with any scoring matrix or methodology that the Commissioner may from time to time provide or update, and</p> <p>Is either registered with a GP within the Commissioning Area or (if not registered with a GP) is normally resident in the Commissioning Area; and</p> <p>Has a medical condition such that they require the skills or support of PTS staff on/after the journey to the extent that it would be detrimental to their condition or recovery if they were to travel by other means; or</p> <p>Has a medical condition that impacts on their mobility to such an extent that they would be unable to access healthcare and/or it would be detrimental to the patient's condition or recovery to travel by other means.</p> <p>Has received NHS funded transport to reach a NHS funded Treatment Centre and requires transportation to their Residential Address but no longer meets the clinical need requirements of the eligibility criteria; or</p> <p>Is subject to an exemption from eligibility assessment as stated elsewhere in this specification.</p>
FOI / FOIA OR EIR / Freedom of Information Act	<p>The Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time, together with any guidance and/or codes of practice issued by the Information Commissioner, the Department of Constitutional Affairs, the Office of Government Commerce and the NHS in relation to such legislation or relevant codes of practice to which the Department of Health and the Commissioning CCGs are subject.</p>
Law	<ol style="list-style-type: none"> i. Any applicable statute or proclamation or any delegated or subordinate legislation or regulation; ii. any enforceable community right within the meaning of section 2(1) European Communities Act 1972; iii. any applicable judgment of a relevant court of law which is a

	<p>binding precedent in England and Wales;</p> <p>iv. Guidance; and</p> <p>v. Standards for Better Health, in each case in force in England and Wales.</p>
National Policy Guidance	Any guidance issued by the Secretary of State for Health, Monitor, NHS England or any successor persons or organisations
NICE	NICE quality standards are concise sets of prioritised statements designed to drive measurable quality improvements within a particular area of health or care.
NHS	National Health Service.
NHS Organisation	Shall have the meaning ascribed to 'health service body' in section 9(4) of the National Health Service Act 2006.
Organisation	Highest level of entity which can be identified as having the controlling interest over other subordinate entities (e.g. Trust, holding Company, etc.).
Patient Readiness Notification	<p>The process of advising that a patient is ready for collection following their appointment/treatment has been completed. Patient Readiness Notifications can be made via the telephone or online.</p> <p>90 minutes notice of collection must be given to the Provider.</p>
Planned/General PTS Activity	These are non-emergency journeys that are pre-booked in advance of the day of the journey
Provider	A successful Bidder who has been awarded the contract.
Residential Address	The place at which the patient currently resides. This includes the patient's home address or a nursing/residential home address at which the patient is normally or temporarily resident.
Request for Information	A request for information or an apparent request under the FOIA OR EIR or the Environmental Information Regulations.
Services	Any or all of the service elements as the context permits.
Service Hours Planned Activity	<p>The hours between the earliest drop off time and the latest collection time. These are:</p> <ul style="list-style-type: none"> • Monday to Friday • 08:00 to 20:00 • Excluding Bank Holidays

Treatment Centre	Any place at which one or more of the following services is provided (excluding Dentist, Optician and GP appointments): <ul style="list-style-type: none">• Inpatient treatment, care, or diagnostic services• Outpatient treatment, care, or diagnostic services• Day case treatment, care, or diagnostic services
VfM	Value for money, which is the optimum combination of whole-life cost and quality (fitness for purpose) to meet the overall Service requirement.