

Kirklees Health and Adults Social Care Scrutiny Panel

Patient Transport from Home to Hospital

1st October 2025



Questions raised and addressed in relation to Access to GP's

Kirklees Adult Overview and Scrutiny Committee requested information to address and provide assurance on the following points:

- Missed appointments due to incorrect transport
- Who has responsibility of booking transport
- What criteria is used for use of patient transport



PTS Missed Appointments

Kirklees

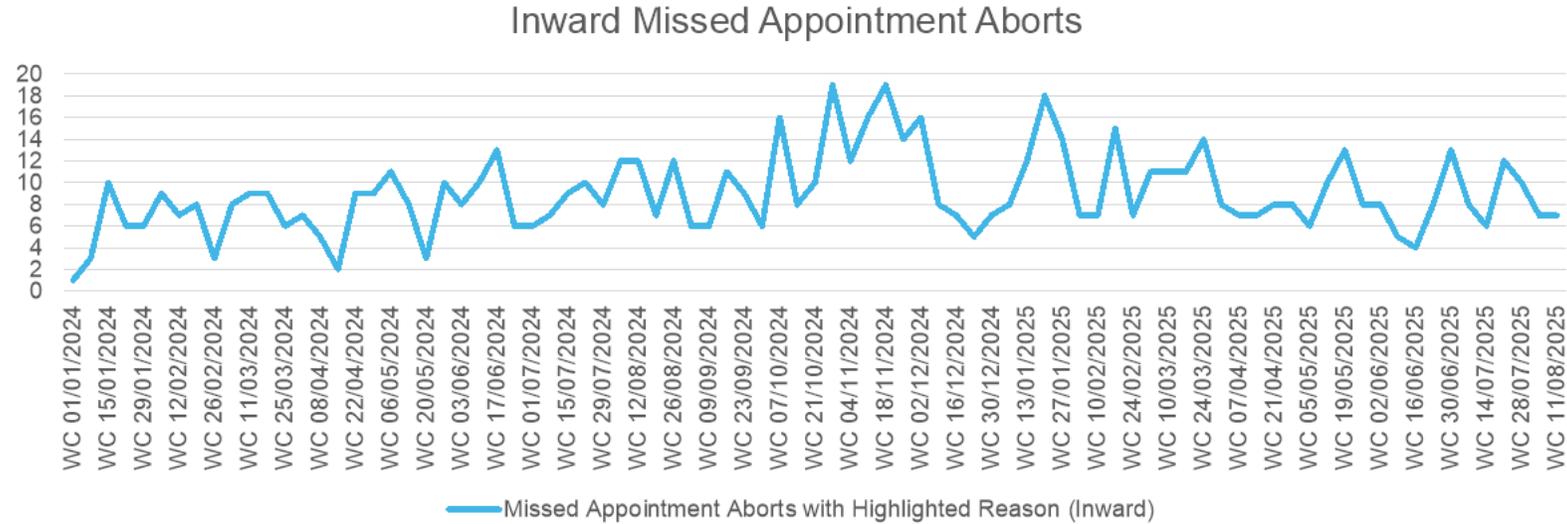
Contents



Figures have been updated to the latest definition of a missed appointment: inward only, specific abort reasons (wrong mobility, wrong address, failed journey, YAS delay), and have excluded journeys where the same patient has another inward delivered journey on the same date

- Aborted Journeys Trend
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- Hospitals
- Clinics

Missed Appointments: Inward Aborts

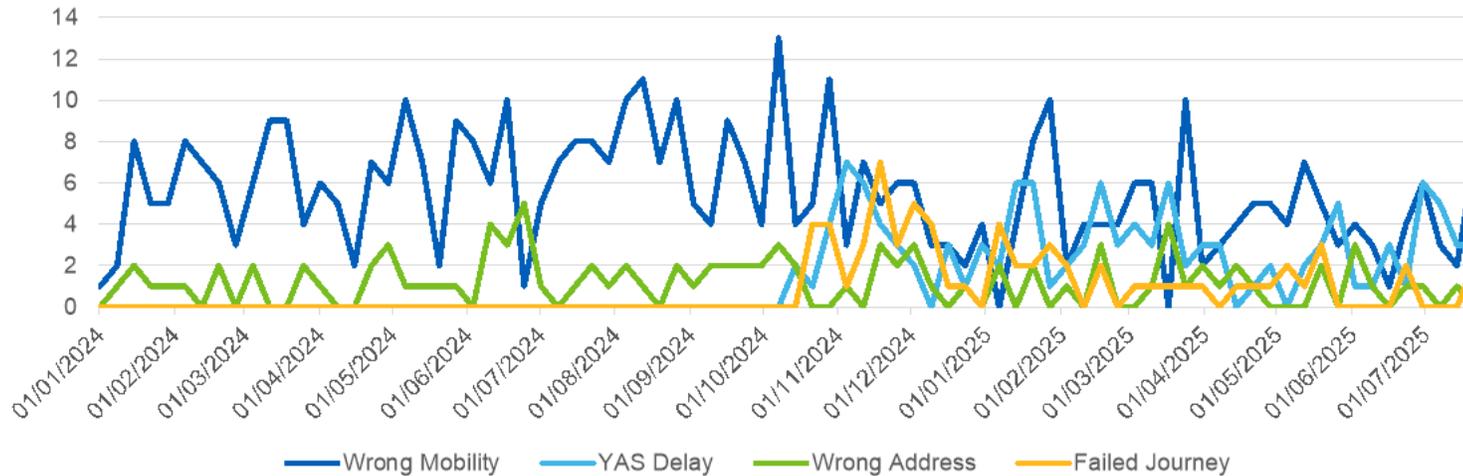


- The graph shows the trend of inward missed appointment abortions for Kirklees patients since 01/01/2024
- There have been 9 per week on average, across the whole date range

Missed Appointments: Abort Reasons



Missed Appointment Aborts by Reason and Week



Abort Reason	Aborts	% of Missed Appointment Aborts
Wrong Mobility	462	60.6%
YAS Delay	130	17.1%
Wrong Address	102	13.4%
Failed Journey	68	8.9%

- Above are the missed appointment abort reasons during the period: 01/01/2024 – 17/08/2025
- Wrong Mobility makes up 60.6% of the missed appointment aborts
- This is followed by YAS Delay (17.1%), Wrong Address (13.4%) Failed Journey (8.9%)
- Failed Journey and YAS Delay were introduced in October

Hour of Day & Day of Week Profile

Missed Appointment Aborts Weekly % Profile

DoW	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Total
Monday	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	3%	5%	1%	2%	2%	1%	0%	0%	0%	0%	0%	0%	0%	0%	17%
Tuesday	0%	0%	0%	0%	0%	0%	0%	0%	1%	2%	3%	4%	2%	4%	3%	1%	0%	0%	0%	0%	0%	0%	0%	0%	22%
Wednesday	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	3%	6%	2%	4%	2%	1%	0%	0%	0%	0%	0%	0%	0%	0%	21%
Thursday	0%	0%	0%	0%	0%	0%	0%	0%	1%	2%	4%	6%	1%	4%	3%	1%	0%	0%	0%	0%	0%	0%	0%	0%	24%
Friday	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	3%	4%	1%	4%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	14%
Saturday	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Sunday	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Total																								100%	

Inward Delivered Journeys Weekly % Profile

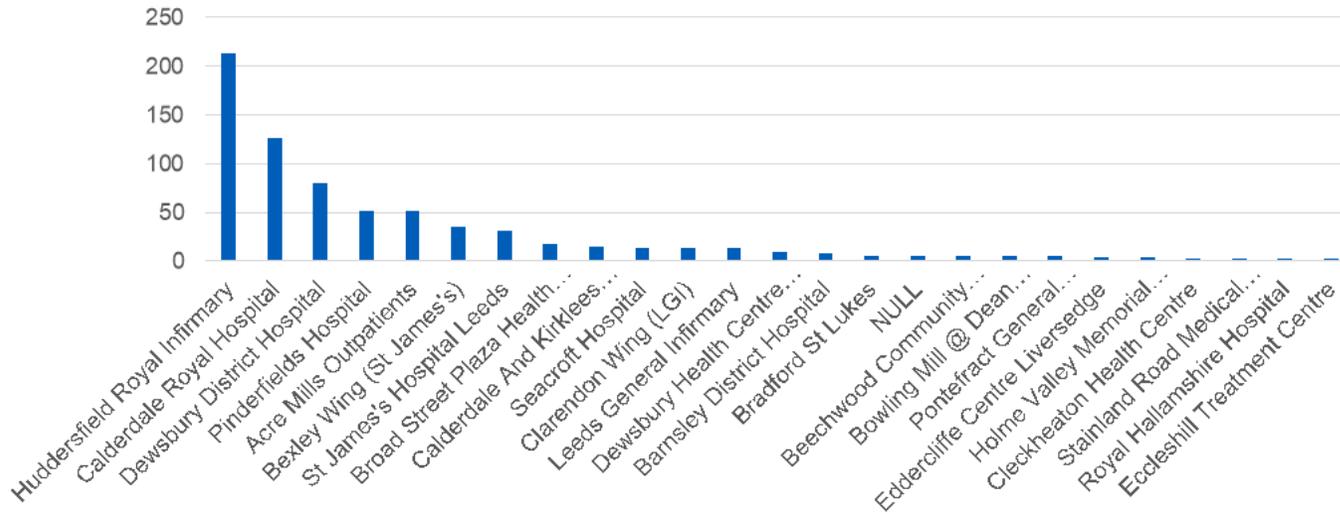
DoW	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Total
Monday	0%	0%	0%	0%	0%	0%	0%	2%	1%	1%	2%	3%	2%	2%	1%	1%	1%	0%	0%	0%	0%	0%	0%	0%	17%
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Thursday	0%	0%	0%	0%	0%	0%	0%	2%	2%	2%	3%	4%	2%	2%	2%	1%	1%	0%	0%	0%	0%	0%	0%	0%	19%
Friday	0%	0%	0%	0%	0%	0%	0%	2%	1%	2%	2%	3%	2%	2%	1%	1%	1%	0%	0%	0%	0%	0%	0%	0%	17%
Saturday	0%	0%	0%	0%	0%	0%	0%	2%	1%	0%	0%	1%	1%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	8%
Sunday	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Total																								100%	

- The profiles are similar however the missed appointment abortions are slightly more concentrated around 9am – 4pm: 93% of missed appointment abortions happen Monday – Friday between 9am and 4pm
- On the other hand, 69% of inward delivered journeys happen during this time

Hospitals



Missed Appointment Aborts: Top 25 Hospitals

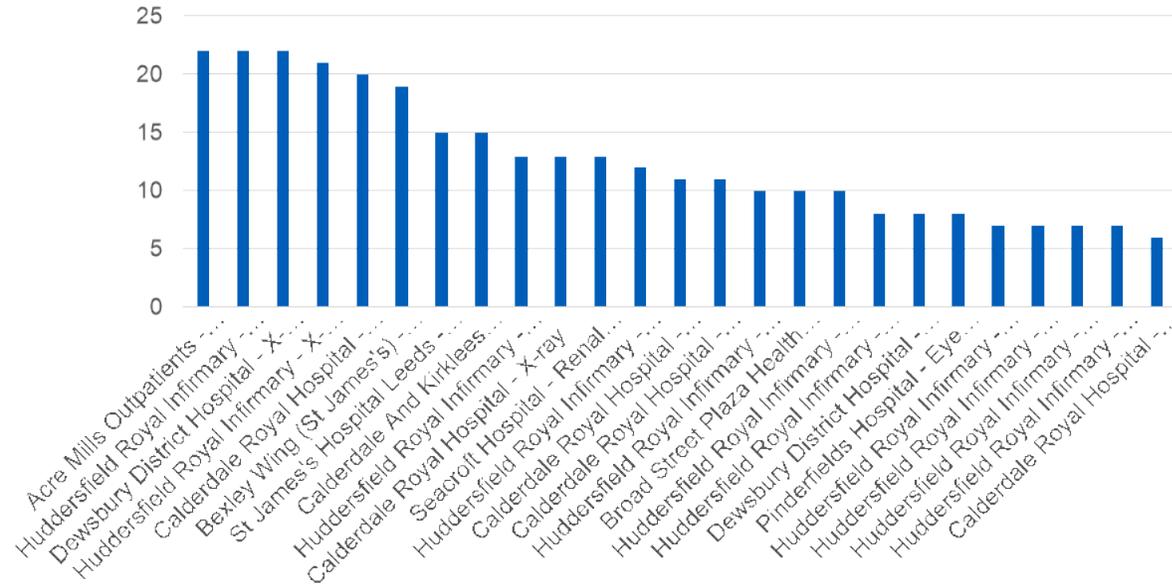


- These are the top 25 hospitals for North Kirklees CCG, Greater Huddersfield CCG, Calderdale CCG patients, which make up 95.5% of the missed appointment abortions
- Huddersfield Royal Infirmary was the top hospital, followed by Calderdale Royal Hospital
- Only 0.8% of total inward activity was a missed appointment abort

Hospital	Aborts	% of Inward Total Activity
Huddersfield Royal Infirmary	213	1.0%
Calderdale Royal Hospital	126	0.7%
Dewsbury District Hospital	80	0.6%
Pinderfields Hospital	52	1.2%
Acre Mills Outpatients	52	1.5%
Bexley Wing (St James's)	36	0.3%
St James's Hospital Leeds	31	0.5%
Broad Street Plaza Health Centre	17	4.0%
Calderdale And Kirklees Wheelchair Service - Rosscare	15	2.6%
Seacroft Hospital	14	0.3%
Clarendon Wing (LGI)	14	1.0%
Leeds General Infirmary	14	0.7%
Dewsbury Health Centre (Wellington Rd)	10	5.9%
Barnsley District Hospital	8	1.1%
Bradford St Lukes	6	0.8%
NULL	6	2.9%
Beechwood Community Centre	5	2.0%
Bowling Mill @ Dean Clough Mills	5	2.4%
Pontefract General Infirmary (New Building)	5	0.5%
Eddercliffe Centre Liversedge	4	0.4%
Holme Valley Memorial Hospital	4	3.2%
Cleckheaton Health Centre	3	3.5%
Stainland Road Medical Centre	3	15.8%
Royal Hallamshire Hospital	3	0.9%
Eccleshill Treatment Centre	2	20.0%
Total	728	0.8%

Top 25 Clinics

Missed Appointment Aborts: Top 25 Clinics



- These are the top 25 clinics for North Kirklees CCG, Greater Huddersfield CCG, Calderdale CCG patients, which make up 41.6% of the missed appointment abortions
- Acre Mills Outpatients – Ophthalmology, Huddersfield Royal Infirmary - Orthopaedic, and Dewsbury District Hospital - X-Ray Dept were joint top with 22
- Only 0.7% of total inward activity was a missed appointment abort for these clinics

Hospital - Clinic	Aborts	% of Inward Total Activity
Acre Mills Outpatients - Ophthalmology	22	1.5%
Huddersfield Royal Infirmary - Orthopaedic	22	1.7%
Dewsbury District Hospital - X-Ray Dept	22	2.3%
Huddersfield Royal Infirmary - X-ray	21	2.6%
Calderdale Royal Hospital - Cardiology	20	2.0%
Bexley Wing (St James's) - Radiotherapy Reception (-2 Flr)	19	0.2%
St James's Hospital Leeds - Ward J48 Renal Dialysis	15	0.4%
Calderdale And Kirklees Wheelchair Service - Rosscare - Wheelchair Services	15	2.6%
Huddersfield Royal Infirmary - Cardiology	13	1.8%
Calderdale Royal Hospital - X-ray	13	1.8%
Seacroft Hospital - Renal Dialysis Ward R&S	13	0.3%
Huddersfield Royal Infirmary - Renal Dialysis Ward - South Drive	12	0.1%
Calderdale Royal Hospital - Ophthalmology	11	1.1%
Calderdale Royal Hospital - Dermatology	11	2.4%
Huddersfield Royal Infirmary - Vascular Clinic (Surgical OP)	10	1.8%
Broad Street Plaza Health Centre - Orthotics	10	5.7%
Huddersfield Royal Infirmary - Physio	10	1.5%
Huddersfield Royal Infirmary - Ambulatory Assessment Unit. (ward 3)	8	1.7%
Dewsbury District Hospital - Diabetes Centre(Staincliffe Wing)	8	4.4%
Pinderfields Hospital - Eye Centre (New)	8	0.8%
Huddersfield Royal Infirmary - Ultrasound U/S	7	2.5%
Huddersfield Royal Infirmary - Maxillofacial	7	2.0%
Huddersfield Royal Infirmary - Frailty Same Day Emergency Care	7	6.7%
Huddersfield Royal Infirmary - MRI Scan	7	2.4%
Calderdale Royal Hospital - Physio rehabilitation level 2	6	0.7%
Top 25 Clinics Total	317	0.7%