



FEBRUARY 2018

# Medical Review Workshop



EVERY JOURNEY MATTERS

# Previous Medical Workshops

As a reminder, in previous workshops we have discussed and agreed to review the medical process and ensure it is deliverable in an efficient and effective manner. The key points from previous workshops are below:

- The business process review project has delivered a number of improvements, including a new medical form and ensuring the TOLA medical processes are efficient.
- Continual improvements to the medical standards are being delivered in line with the business process review.
- We agreed to investigate moving to the timeline for Group 2 Medicals every 5 years.
- We agreed to investigate the feasibility of an external organisation carrying out medical assessments and obtain some early market engagement feedback.



# Today's Workshop

The purpose of this workshop is to provide an update on the early market engagement and our agreed vision for the future.

- Provide a clear simple medical assessment process.
- First time resolution, all medical information provided first time.
- Reduce administration and costs.
- A process that ensures all drivers are medically fit to guarantee public safety.

The early market engagement involved issuing a market sounding questionnaire to obtain market feedback in relation to the feasibility of Taxi and Private Hire medical assessments being conducted by selected medical providers



# Key considerations

Based on feedback from previous workshops the key considerations in relation to medical assessments being conducted by medical providers have been:

- Overall cost for applicants and drivers and the impact on licence fees.
- Availability of full medical records.
- First time resolution.
- Locations within Greater London.
- Centres opening and closing times.
- Waiting time for appointment.

We have also considered how this would fit into our wider processes and ensure that the required medical standard is deliverable in an efficient and effective manner for our customers and TfL. Currently a high number of all medical cases require further medical information before a decision can be made. This leads to an increase in correspondence and call volumes, which need to be resolved.



# Alternative Option Considered

Based on feedback from previous workshops we have considered changing policy so all applicants and drivers are required to have a medical assessment with their registered GP. Our conclusion is that this is not a viable option.

## Advantages

- The registered GP will have access to the applicant and drivers full medical records.

## Disadvantages

- Unable to achieve our vision for the future as we would still not have full control and confidence in the medical processes or be able to future proof against any risk.
- Not all NHS registered GP's carry out non related NHS work meaning a number of applicants and drivers would be unable to meet this change in policy.
- Current appointment times for applicants and drivers



# Findings from early market engagement

The early market engagement involved issuing a market sounding questionnaire to obtain market feedback.

Capita, Express Medicals, Health Management, Optima, People asset management and RPS Solution have all responded and are excited to work with TfL to develop a bespoke medical service. Our key findings are:

## Guaranteed appointments

- Waiting time to get an appointment was between 2 days and 10 days, once the applicant or driver has their medical records. The overall waiting time could be reduced with an e-solution to access and retrieve patient records from GP systems across the UK.



# Findings from early market engagement

## Medical centres opening and closing times

- The majority of medical providers current opening hours are Monday – Friday, 8-6, they would explore the options of extending this to fit the TfL service.

## Locations within Greater London

- Most medical providers have 1-5 fixed sites with access to satellite sites.
- All able to meet our demand and scale up.



# Findings from early market engagement

## A 'one stop shop' with a medical outcome on the day

- All medical providers have said this is feasible and are developing an e-solution to access and retrieve patient records from GP systems across the UK.

## Bespoke medical service

- All medical providers would be happy to work with TfL to develop a bespoke medical service





# Findings from early market engagement

## Extra medical services

- The medical providers could offer services to drivers such as health and well being advice/support during their career as a licensed driver.

## Medical assessment cost £100-£150

- Based on the costs provided, this would be in line with the current costs applicants and drivers are paying to their registered GP.



# Benefits and vision for the future

Based on our findings from the early market engagement we believe that this is a viable option and a medical provider would be able to develop a bespoke medical service to fit our requirements.

The benefits are:

- A process that ensures all drivers are medically fit to guarantee public safety and provides us with full control over the process.
- Provide a clear simple medical assessment process for all applicants and drivers with extra services such as health and wellbeing advice/support.
- A 'one stop shop' with a medical outcome on the day. This would provide first time resolution with all medical information provided first time.
- Reduce administration and costs for applicants and drivers.



# Proposal for procurement with option to withdraw

We will confirm all the requirements for our vision for the future and plan further engagement activity with the medical providers to ensure our requirements can be fully understood.

We will include an option to withdraw from procurement if our requirements and key considerations below can not be meet.

- Overall cost for applicants and drivers is to high.
- No availability of full medical records.
- Shortage of locations with Greater London for medical assessments.
- Centre opening and closing times do not meet our requirements.
- Waiting time for appointments do not meet our requirements.



# Summary and next steps

- Collate all the information received from this workshop to add to our requirements.
- Take forward a procurement exercise with an option to withdraw.
- Plan further engagement activity with the medical providers to ensure our requirements can be met and understood.

