

Date: 13/05/2022

FREEDOM OF INFORMATION REQUEST FOI/016165 - Transport, courier, taxi services

Can you please confirm the name of the providers you have for the following services?

Please include journey numbers and mobilities for all patient journeys per annum, start date, end date of contracts, include if any extensions may be applicable and initial length of awarded contract.

The does not hold all the information requested in a reportable format.

Please also include all complaints/concerns for each provider, both formal, informal, DATIX, PALS, any SUI's and CQC reported incidents etc.

- There are two PALS concerns; one in 2020 (regarding the attitude of a taxi driver) and one in 2017 (unhappy with the taxi firm who provides a free collection service from hospital).

Non-Emergency Patient Transport Services (NEPTS) - Not contracted by the Trust. This service is contracted by the CCG.

Any Ambulance services not included in the above, including any specialist services - Driving Miss Daisy is utilised for patients with assistance of one. There is no formal contract in place but this is being reviewed for a tender exercise to take place for future requirements with timelines to be confirmed with service users.

Mental Health Transport Services - There is a contract with Prometheus until 31.03.2023. This is used for transporting mental health patients that are high risk or under a MHA Section.

\*Pathology courier services \*See comments below

\*Any other Courier Services - \*See comments below

The Trust's Procurement Department has a contract with Whiteley HS for delivery of goods to Community sites.

They deliver 4 days a week. Reviewed 3 monthly.

\*For all courier work, please confirm if you have regular GP runs, if yes how many individual runs, what services you supply the GPs, how many GPs are associated to them and the number of journeys per annum? - All the Trust's Facilities Management Services are provided by our Private Finance Initiative Partner, Summit Healthcare.

The Trust's contract with Summit Healthcare started on 17th May 2001 and expires after 17th May 2041. Courier services are included in the PFI Contract.

More information on The Trust's PFI Partners can be found on the Trust website

<http://www.dgft.nhs.uk/aboutus/private-finance-initiative-partners/>

Patient Taxi services (for Taxis booked by the Trust are the providers CQC registered?) - Triple 20 Taxi's (202020) are the taxi firm currently being used. Due to the ongoing ad hoc usage and low value there is no formal contract in place. Contract was previously in place 1/7/2018 to 30/6/21, not known if they are currently CQC registered.