

## FOI 004/2022 Response

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.

\*\*\*Clarification mobilities for all patient journeys per annum is in relation to patients that required

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

\*\*\*\*Clarification: Trust complaints about the providers/services and be transported in a wheelchair or on a stretcher

### Non-Emergency Patient Transport Services (NEPTS)

Patient transport to out of area facilities is provided by Secure Care UK and Prometheus.

Please also note that non -urgent patient transport is provided either in house by the Trust's transport fleet or via the contract we have with local taxi firm.

#### Secure Care UK

- Contract start date: 4/9/2017
- Contract end date: Contract was let as initial period of 12 months with option to extend 3 x 12 months .
- Journey numbers: 1211 for 2021
- Journeys per annum for mobility patients: Not recorded

#### Prometheus

- Contract start date: 20/06/2016.
- Contract end date: Ad-hoc contract with expiration dependent upon formal termination of this agreement.
- Journey numbers: 346 for 2021
- Journeys per annum for mobility patients: Not recorded

#### Local Taxi Firm

Please note that there is no current contract in place will be an SLA shortly with current provider to cover till we can tender.

- SLA start date: No start date waiting for information – will be for 12 months SLA
- SLA end date: 12 months from when contract is initiated
- Contract extension: To be confirmed.
- Journey numbers – 22000 for 2021 (estimation due to waiting end of year data to confirm actual figure)
- Journeys per annum for mobility patients: Not record.

**Any Ambulance services not included in the above, including any specialist services**

N/A

**Mental Health Transport Services**

Please refer to responses under “Non-Emergency Patient Transport Services (NEPTS)”

**Pathology Courier Services**

**Any other Courier Services**

Please note that there are no contracts for couriers however, we may use them on an ad-hoc basis.

**Patient Taxi services – (for Taxis booked by the Trust are the providers CQC registered?)**

Please refer to responses under “Non-Emergency Patient Transport Services (NEPTS)”

**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?**

**\*\*\*\* Clarification GP Runs - would be a set of GP Practices/surgeries and/or health centres to which you would send a regular vehicle to collect/deliver samples/supplies/post etc (including General Transport Service).**

The Trust do not partake in GP runs however, we do have a General Transport Service that carries out set routes to support mental health staff members and patients with items such as medications, oxygen, and post.

Please note that for the General Transport Service, we are unable to provide a breakdown of the number of journeys and the number of individuals supported via the General Transport Service.

This is because obtaining the requested information will require manual and exhausted measures that exceed the threshold of carrying out this task.

The Trust therefore, rely on exemption Section 12 of the Freedom of Information Act 2000 to deny this aspect of your request.