

Information Governance Office  
CR2-Clinical Records  
Maudsley Hospital  
Denmark Hill  
London  
SE5 8AZ

Email: [foi@slam.nhs.uk](mailto:foi@slam.nhs.uk)

17 June 2014

Dear Mr Stapleton,

Thank you for your request for information, which we received on 28<sup>th</sup> May 2014. You requested information regarding patient transport system under the Freedom of Information Act (2000).

You requested the following information:

1. Which company or companies held the contract to supply your patient transport services in each year since 2009?

London Ambulance Service provides non-emergency patient transport service (NEPTS).

We do not have specific contracts with any companies to supply secure patient transport. We have used the following companies for secure transport since 2009

- Highmile Ltd
- PSS (Personal Security Services)
- UKSAS (UK Specialist Ambulance Services) – used up to March 2012.

2. How much did you spend on patient transport in each year since 2009?

Please find presented below the spend on patient transport since 2009.

Year	Non-emergency patient transport service (NEPTS).	Secure Transport service
2009 – 10	£266,830	£178,597.57
2010 – 11	£251,198.44	£232,325.10
2011 – 12	£315,325.23	£240,842.01
2012 – 13	£316,149.40	£369,959.81
2013 - 14	Not available	Not available

3. What is your policy on carrying carers?

We allow carers to travel with our patients, however we need to be informed prior to the journey being booked.

4. Please share your Trust's patient transport policy.

We do not have a general patient transport policy, although we do have a transporting of in-patients policy which is currently undergoing review and will be published in August 2014.

5. In your contract specification with the provider, what is the maximum time, from when transport is requested, within which the patient must be collected?

6. Please state what other standards (e.g. cleanliness) are written into the contract specification.

7. How do you monitor whether the contractor is complying with the minimum standards in the contract?

8. What are the penalties if the contractor breaches the minimum standards of the contract?

The Trust is currently in the process of re-tendering patient transport services. As this information is commercially sensitive, it is exempt from disclosure under Section 43 of the Freedom of Information Act (2000) and the rules relating to the tender process.

9. Is there a patients' user group involved in the oversight of the patient transport contract? If not, do you have any mechanisms through which patient transport users are involved in the governance of patient transport?

We do not at present work with a patients' user group. Our current NEPTS supplier undertakes patient and carer surveys and this is one of the specifications within our tender. Once the new contract is in place, we will be working to develop patient and service user involvement in the monitoring of our patient transport services.

10. When is your contract up for renewal?

We are currently in the process of re-tendering our services. Our aim is to have a new contract awarded by the end of July 2014.

11. How many complaints did you get re patient transport month by month in each year since 2009? Please state what categories these were classified by (e.g. driver behaviour, lateness, etc.) and how many complaints were in each category.

There were 4 complaints regarding patient transport since 2009. There were no complaints in 2009/10 financial year, three in 2010/11 financial year regarding dissatisfaction in taxi arrangements for an outpatient appointment and one complaint in 2013/14 financial year regarding unhelpfulness of the taxi driver when driving to a hospital appointment.

12. How many hospital appointments have been missed due to patient transport lateness (other than due to severe weather conditions affecting the patient transport service) in each year since 2009?

We do not record or capture reasons for missed hospital appointments, we only record if an appointment was attended or missed.

13. How many times in each year since 2009 was there a discharge delay due to patient transport issues?

We do not record or capture delayed discharges due to patient transport issues. We only record or capture reasons for delayed discharges in line with the categories set out in page 9 of the Guidance of monthly delayed discharges available at the following link:

<http://www.england.nhs.uk/statistics/wp-content/uploads/sites/2/2013/04/Monthly-Sitreps-Definitions-DTOC-v1.07.doc>

14. How many times in each year since 2009 did patients cancel being picked up by patient transport (because of fear of lateness) and make their own way?

We do not currently record this type of information.

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The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Toyin Kazeem', is written on a light blue background.

Toyin Kazeem  
Information Governance Assurance Officer