

Corporate Administration

NHS Greater Glasgow and Clyde
Corporate HQ
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Gartnavel Royal Hospital Campus
1055 Great Western Road
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Telephone: 0141 201 4444

Graeme Walker

Date
Your Ref
Our Ref
Direct Line
Email

15 July 2021

AC / FOI 17007
Working remotely
foi@ggc.scot.nhs.uk

SENT BY EMAIL TO:

request-760526-5c1f13ad@whatdotheyknow.com

Dear Mr Walker

REQUEST FOR INFORMATION FREEDOM OF INFORMATION (SCOTLAND) ACT 2002 ENVIRONMENTAL INFORMATION (SCOTLAND REGULATIONS 2004)

Thank you for your request received on 29 May 2021 for the provision of the following information:-

Could you please advise how much the trust has spent on private ambulance company's over the last five years?

If possible, could you please break down the information as follows:

- 1) The total number of journeys / patients moved*
- 2) The total cost and if possible the break down of these journeys.*
- 3) A list of the private contractors used, detailing how much each has been paid.*
- 4) Reasons why the Scottish Ambulance Service were not used .*

Could the above information also be broken down per hospital site if possible?

I apologise that this response has been provided to you outside the statutory timescale of 20 working days as set out in FOISA. We endeavour to respond to all requests promptly and within timescales but unfortunately this is not always possible. I am sorry for the delay and any inconvenience this has caused.

We are treating your request under our procedures for responding to requests for information under the Freedom of Information (Scotland) Act 2002. The information that we are able to provide in response to your request is given below.

1) The total number of journeys / patients moved

The average number of patient conveyances per site, per day over the five year period are averaged as follows:

Clyde Sector	Royal Alexandra Hospital (RAH)	1-2 per day
	Inverclyde Royal Hospital (IRH)	1-2 per day
North Sector	Glasgow Royal Infirmary (GRI)	0-1 per day
South Sector	Queen Elizabeth University Hospital (QEUH)	5-7 per day
	Beatson WoS Cancer Centre (Beatson)	0-1 per day

2) The total cost and if possible the break down of these journeys.

We would advise that the approximate total annual cost of journeys to NHSGGC was £532,226 inclusive of VAT, per annum.

With reference to the cost breakdown of the above journeys. We decline to provide this information, on the grounds of commercial sensitivity. Under Section 33(1)(b) of FOISA a Scottish public authority may decline to provide information if it considers that, "its disclosure under this Act would, or would be likely to, prejudice substantially the commercial interests of any person (including, without prejudice to that generality, a Scottish public authority)". We consider that disclosure of the information would have a substantial effect on the commercial interests of both NHSGGC and other organisations. The contracts contain information that constitute an integral element of business modelling and service provision. In addition, the submissions also include information that provide a detailed commercial picture to potential rival companies with regard to costing approaches and would allow competitors to work out detailed costing of various elements. It is therefore considered that this information is commercially sensitive as it would prejudice the competitiveness of those organisations who seek to provide these services in what is a highly specialized and consequently relatively small market-place.

When using this exemption from providing information, public authorities are obliged to apply the 'Public Interest' test, *i.e.* to show that withholding this information is in the public interest. NHSGGC has an obligation to ensure effective oversight of public funds, and that it obtains the best possible arrangements in the procurement of goods and services; in order to achieve this it is important that potential bidders operate in a competitive environment, and have confidence in dealing with us. We therefore consider that it is not in the public interest to provide this information.

3) A list of the private contractors used, detailing how much each has been paid.

We would advise that the information below relates to information from the Non Ambulatory Patient Transport Contract. We can tell you that the contracts began on 01/05/2020, and the payments for the last year is as follows:-

ABC Ambulance Services (UK) Ltd	£383,250 inc VAT
Alliance Ambulance Services	£148,976 inc VAT
Prometheus Alphamed	£0

We would further advise that the only contract that was in place prior to the detail above was conducted via a quick quote as detailed below. The contract spend is also detailed in this period below.

A Quick Quote exercise was undertaken in September and Contract Awarded to two suppliers ABC UK Ltd and Alliance Ambulance Services for a period of 3 months (17.09.18-17.12.18) whilst a full OJEU procurement exercise was undertaken.	17.09.18-17.12.18 (3 months)	Contract value Circa £49K
Prior to that the Patient Discharge and Transfer service was previously provided by Ambulance Scotland.	Non-Contract	£237,000 per annum

4) Reasons why the Scottish Ambulance Service were not used.

We would advise that FOI deals in recorded information only and we do not have the detail requested by you therefore under section 17 of FOISA I am required to notify you that this information is not held by NHS Greater Glasgow and Clyde (NHSGGC). However under the duty to provide reasonable advice and assistance as set out in section 15 of FOISA, we would advise the following.

Although most of patient transport in this context is provisioned via the Scottish Ambulance Service, there are occasions where capacity is maximised and it is against this backdrop that the Health Board requires additional patient transport. The transport required is, for example;

- Non-ambulatory patients who require to be conveyed on a stretcher
- Non-ambulatory patients who require to be conveyed on a trolley/stretcher, chair or stair climbers.
- Some patients can be ambulant but require assistance walking to and from their homes and hospital/treatment centres.

This can be for situations where:

- A patient is receiving palliative care and needs to be transferred home or to a care home
- A patient requires to be transferred from an acute hospital to another hospital.
- A patient requires a transfer from an acute hospital in Greater Glasgow & Clyde and to another acute hospital out with Greater Glasgow & Clyde

Could the above information also be broken down per hospital site if possible?

We have provided a breakdown for Question 1 above.

I hope that this is helpful. If you are not satisfied with our response to your request, you have a right to request a review of this decision within 40 working days of receiving this response. The attached note describes our review procedure. Your request for review must be in permanent form and should state:

- That you are asking for a review of this decision and
- Why you are unhappy with the response you have received.

If you wish us to carry out a review, please complete the form enclosed and return it to the Head of Corporate Governance and Administration, NHS Greater Glasgow & Clyde, Corporate HQ, JB Russell House, Gartnavel Royal Hospital, 1055 Great Western Road, Glasgow G12 0XH or by email to foi@ggc.scot.nhs.uk

If following a review you remain dissatisfied with the outcome, you have the right to ask for advice, assistance or to make a formal appeal in writing to the Scottish Information Commissioner within six months of receiving the outcome of a review. The Commissioner can be contacted at: Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS or at www.itspublicknowledge.info/Appeal

If following appeal to the Scottish Information Commissioner you still remain dissatisfied with the outcome, you have a right of appeal to the Court of Session on a point of law against the decision of the Scottish Information Commissioner.

Should you require any clarification about this letter or the right to request a review please contact me at the details at the top of the first page of this letter.

Yours sincerely

Annmarie Chalmers

Annmarie Chalmers
Freedom of Information Officer

Standard Enclosures:

Request For Review Form

Procedure for review of decision notified