

Sent via email

Our ref: FOI/2016/032

26 April 2016

Dear [REDACTED]

Information Governance

Christopher Ward, West Pavilion
St Charles Centre for Health & Wellbeing
Exmoor Street
London
W10 6DZ

www.clch.nhs.ukfoi.request@clch.nhs.uk**Freedom of Information Act 2000 request: *Trust couriering provisions***

With reference to your request for information, dated 14 March, made under section 1(1) of the Freedom of Information Act, I am writing to inform you of the outcome of your information request. Please accept our apologies for the delay in providing you with a response.

You asked the following:

Please could you let me know the answer to the questions below relating to the Trust's couriering provisions for the likes of internal mail, pathology specimens, sterile services department, electro-biomedical engineering, pharmacy, patient records and stores.

1. Who is your current medical courier provider? If more than one, please state all and % and type of work covered.

For the inner London boroughs – Fairview Health Ltd

For Barnet – Royal Free Hospital

For Hertfordshire – West Herts Hospitals NHS Trust

Work includes medicines supply service – processing orders, checking, delivery, collecting returned medicines etc.

2. What is your annual budget for this service? If broken down across provisions, please provide details for all.

For inner boroughs – Fairview Health Ltd £215k per year + drug costs

For Barnet – Royal Free Hospital £130k + drug costs

For Hertfordshire – West Herts Hospitals NHS Trust £33k excluding drug costs

3. When does your current contract expire and what are the options for extension?

For the inner London boroughs – Fairview Health Ltd: contract expires Aug 2016, option to extend by 2 separate 12 month periods

For Barnet – Royal Free Hospital – as above

For Hertfordshire – West Herts Hospitals NHS Trust – Feb 2019, with an option to extend by 2 12 months periods.

4. When do you plan to re tender the business?

2017.

5. Does your current provider offer a temperature controlled environment during transport?

Yes.

6. When did you last test the market for this service level to ensure best value?

2015.

7. Does your current provider give you the ability to track each package in real time?

No.

8. Does your current provider ensure that all their drivers are DBS checked?

Yes.

9. Who is responsible for such transport within your trust and what are their postal, phone and email addresses?

For the inner London boroughs – Fairview Health Ltd

For Barnet – Royal Free Hospital

For Hertfordshire – West Herts Hospitals NHS Trust

10. Please provide the current KPIs associated to the contract.

Key Performance Indicators and Activity data

Key Performance Indicators and Activity data			
Incidents reported	Number of incidents reported and actions taken	Summary of incidents reported and actions	Quarterly
Stock issue errors	Stock issue errors as a percentage of all dispensed items, quarterly	Recorded incidents within pharmacy	Quarterly
Dispensing errors	Dispensing errors as a percentage of all dispensed items, quarterly	Recorded incidents within pharmacy	Quarterly
Additional Measures for Stock Controls			
Expired stock	Number of items returned as expired (as part of an order) Value of expired stock returned	Recorded items returned as expired	Quarterly
Staff turnover rates	Vacancy control Monitoring of recruitment & retention	Annual audit Exit interviews & questionnaires	Annual
Sickness levels	Sickness managed in line with local policy	Monthly monitoring	Annual

Activity Performance Indicators	Method of measurement	Frequency
Number of orders received per speciality	Pharmacy system	Monthly
Number of "ad hoc" orders received per speciality	Pharmacy system	Monthly
Number of items and associated cost issued per speciality	Pharmacy system	Monthly
Volume & cost of drugs supplied to the Commissioner	Invoices received	Monthly
Returned stock (items and cost)	Pharmacy system	Monthly
Number of Out of Hours calls received	Provider data	Quarterly
NHS stock reconciliation	Pharmacy system	Monthly

11. Have these KPIs been revised since the start date of this contract?

Reviewed every 3 months.

This completes our response to your request for information. If you are unhappy with our response, please write to us giving your reasons and we will address them. If you remain dissatisfied you are entitled to appeal to the Information Commissioner:

Customer Contact
 Information Commissioner's Office
 Wycliffe House
 Water Lane
 Wilmslow SK9 5AF
 Tel: 0303 123 1113
http://ico.org.uk/concerns/getting/report_concern_foi

Yours sincerely,

Cyndee Massa
Information Governance Facilitator
Central London Community Healthcare NHS Trust