

Sent via email

Information Governance

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Our ref: FOI/2016/044

27 April 2016

Dear [REDACTED]

Freedom of Information Act 2000 request: *Trust's patient transport service*

With reference to your request for information, dated 30 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.

You asked the following:

Relating to the Trust's current patient transport service:

- 1. How is this assessed? e.g. by phone, in person; in consultation with a doctor or other medical professional?**

In consultation with a doctor.

- 2. What is the appeals process for those not deemed eligible for patient transport?**

The appeal process for patients deemed eligible for the service is outlined in our Patient Transport Eligibility Criteria document which is currently in draft form and due to go through the approval stage by our Policy Review Group.

- 3. Who currently provides your contract to supply your non-emergency patient transport services?**

G4S.

- 4. When was the award made for the current supply of Patient Transport and when does it run until?**

1 August 2015 - It is a 3 year contract with the option to extend for a further 2 years on a 1+1 basis.

- 5. What is the annual value of the contract?**

Circa £1.1 million.

- 6. What is the annual number of journeys per month outsourced by your patient transport provider?**

It fluctuates with each passing month - see response to question 8.

7. Who is the person(s) responsible for patient transport at the Trust?

Head of Business and Performance.

8. Please can you provide a breakdown of the number and mileage of non-emergency Patient Transport journeys carried out for each month from March 2015 to March 2016?

Total Mileage Aug 2015 to March 2016: 40063miles

KPI and performance monitoring

1. What KPI or performance measures are currently in place for your service? Could I please have a list of all measures, targets and penalties for underperformance?

- In order to achieve a very high standard of service delivery, comparable with most other PTS contracts, we propose that the KPI targets are varied to reflect as follows:
- Falls Clinic: remains the same as original KPI targets:
- Arrivals- patients should not arrive more than 20 minutes prior to their appointment and no later than 10 minutes after their appointment time. Target : 90%
- Arrivals- patients should not arrive more than 30 minutes prior their appointment time and no later than 0 minutes after their appointment time. Target: 100%.
- Departures- patients should be moved within 20 minutes of being ready. Target 90%
- Departures- patients should be moved within 30 minutes of being ready. Target: 100%

Proposal for all other clinics and services:

- Arrivals- patients should not arrive more than 20 minutes prior to their appointment and no later than 10 minutes after their appointment time. Target: 90%
- Arrivals- patients should not arrive more than 30 minutes prior to their appointment time and no later than 0 minutes after their appointment time. Target: 95%
- Departures- patients should be moved within 45 minutes of being ready. Target 90%
- Departures- patients should be moved within 60 minutes of being ready. Target 95%

2. Please state what other standards (e.g. punctuality, cleanliness, reporting) are written into the contract specification.

EQUIPMENT AND MATERIALS

- I. The Contractor shall be responsible for the provision and installation of all equipment and materials used in connection with the Contract except in respect of Loaned Equipment.
- II. Loaned Equipment will be serviced and maintained by the Authority or that Beneficiary.
- III. The Contract Manager shall forthwith inform the Authorised Officer of any defects appearing in or losses of, or damage, occurring to the Loaned Equipment. The Contractor shall be liable to pay to the Authority or that Beneficiary the cost of any replacement necessary as a result of loss of or damage to Loaned Equipment caused deliberately or negligently by the Contractor's staff.

- IV. The Contractor shall ensure that all equipment used in connection with the Contract is maintained in good working order in compliance with manufacturer's instructions and current legislation.
- V. All equipment and materials used by the Contractor shall comply with latest relevant British Standard or European equivalent specifications where such exist and the Contractor shall upon request furnish the Authorised Officer with evidence to prove that such equipment and materials comply with this condition.
- VI. The Contractor shall:
- VII. establish effective planned maintenance programmes; and
- VIII. make adequate arrangements for emergency remedial maintenance, to ensure continuity of the Services; and
- IX. agree all equipment purchases with the Authority; and
- X. ensure compliance with all regulations covering the inspection and testing of all equipment used at the Location in the provision of the Services; and
- XI. maintain records, open for inspection by the Authority of maintenance testing and certification.
- XII. Any communication or electrical equipment used by the Contractor in connection with the Contract shall not cause any interference with or damage to any equipment used by the Authority or any Beneficiary.
- XIII. Any communication or electrical equipment proposed to be used by the Contractor in connection with the Contract shall, at the discretion of the Authority be tested and approved by the Authority before use on the Authority's or any Beneficiary's premises.
- XIV. Notwithstanding Clause XII the Contractor shall be liable for any damage caused by any communication or electrical equipment used in connection with the Contract.
- XV. The Authority reserves the right to inspect equipment used by the Contractor in or about the provision of the Services at any time and the Contractor shall comply with any directions of the Authorised Officer as to the manner in which such equipment shall be used.
- XVI. The Authority or any Beneficiary shall not be responsible, charged or chargeable for any equipment or materials brought on site by the Contractor.

3. Is there a patients' user group involved in the overseeing 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?

The Trust does not have a patients' user group however surveys are used to record patient experience.

4. What is your Patient transport policy?

The Trust has a Patient Transport Eligibility Criteria document which outlines who is eligible for the service, it is currently in draft form and due to through the approval stage by our Policy Review Group.

Complaints, Cancellations & Delays

5. How many complaints (e.g. driver behaviour, lateness, etc.) did you get relating to patient transport from March 2015 to March 2016?

4, driver behaviour.

6. How many hospital appointments have been missed due to patient transport lateness from March 2015 to March 2016?

Total missed appointments Aug 2015 to March 2016: 65.

7. How many times from March 2015 to March 2016 was there a discharge delay due to patient transport issues?

2.

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