**FOI Enquiries Regarding Patient Transport ( responses shown in red)**

**Enquiry 1**

Please find below the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

The information required relates to the non-emergency transportation of patients to and from hospitals or medical treatment centres whether that is for admission or outpatient treatment.

1. Is this service provided “in-house” by the Hospital/Trust; by a regional NHS ambulance service or by an independent contractor?

A regional ambulance services provides the majority of the non-emergency transportation and bring in patients to the Hospital – SWAST. In addition the Trust has a contract with a private company which has a dedicated ambulance crew. This company will transport patients to homes, clinics etc when an ambulance is not available via SWAST, or the 'wait' for the patients journey home is deemed not acceptable

1. If not by the Hospital/Trust then the name of the provider

The Trust is unable to provide this information as it believes it is contrary to Section 43 of the FOI Act (commercially sensitive information)

1. What is the total annual cost/Contract Value to your organisation?

Annual contract price for private company only - £116,220

SWAST costs are not borne by the Trust - NSCCG hold the contract with the ambulance provider.

1. What is the renewal date of any agreement?

September

SWAST contract not with the Trust - NSCCG hold the contract with the ambulance provider

1. What was the Contract spend in the last full financial year?

Net cost of Ambulance transport 13/14 £148831.08

1. What is the Contracted/annual mileage by type of vehicle;

Ambulance

Wheelchair Accessible Vehicle

Car?

Under Section 1 of the FOI Act, Information not held, we are unable to answer this question

1. What is the Contract activity by patient mobility code?

Under Section 1 of the FOI Act, Information not held, we are unable to answer this question

1. What are the Service Levels – Timeliness KPI definitions for **Inbound** performance and reported achievement over the last 12 month?

Under Section 1 of the FOI Act, Information not held, we are unable to answer this question

1. What are the Service Levels – Timeliness KIP definations for **Outbound** performance and reported achievement over the last 21 month?

Under Section 1 of the FOI Act, Information not held, we are unable to answer this question

1. What is the Number of Aborted journeys per annum?

Under Section 1 of the FOI Act, Information not held, we are unable to answer this question

1. What is the Number of complaints received per month or per annum?

Waiting for Sue Blackmore to finalise data

1. What is the total carbon footprint of the patient transport fleet over the last 12 months? Under Section 1 of the FOI Act, Information not held, we are unable to answer this question

I trust that your request has been satisfactorily answered, but I should advise you that you have the right to complain about this response by reference to the complaints procedure of the Weston Area Health NHS Trust, in which case you should write to me at this email address.

If you remain dissatisfied with the decision of the Trust following your complaint, you may write to the Information Commissioner, whose address is:

Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Jo Ward

on behalf of Gillian Hoskins

Associate Director of Governance and Patient Experience

Weston Area Health NHS Trust

**Enquiry 2**

Here is the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

In the 2013/14 financial year how much money did you spend on providing patient transport?    £148,831.08

How much of this was spent with private companies?   £148,688.68

Please provide me with the name of the largest private provider of patient transport to your trust in the last financial year, and how much you spent with them?    Under the terms of the Freedom of Information Act 2000 – Information exempt under Part 2 (Section 43 – Commercial Interests) we are unable to provide you with this information.

I trust that your request has been satisfactorily answered, but I should advise you that you have the right to complain about this response by reference to the complaints procedure of the Weston Area Health NHS Trust, in which case you should write to me at this email address.

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Yours sincerely,

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