**FOI Ref: 6327**

**Category(ies): Trust - Estates and Facilities/Security**

**Subject: Transport Services**

**Date Received: 6327**

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| **Your request:** | **Our response:** |
| Can you please confirm the name of the providers you have for the following services?   * Non-Emergency Patient Transport Services (NEPTS) * Any Ambulance services not included in the above, including any specialist services * Mental Health Transport Services * Pathology Courier Services * Any other Courier Services * Patient Taxi services – (for Taxis booked by the Trust are the providers CQC registered?)   Please include journey numbers and mobilities for all patient journeys per annum, start date, end date of contracts, include if any extensions may be applicable and initial length of awarded contract.  Please also include all complaints/concerns for each provider, both formal, informal, DATIX, PALS, any SUI’s and CQC reported incidents etc.  For all courier work, please confirm if you have regular GP runs, if yes how many individual runs, what services you supply the GPs, how many GPs are associated to them and the number of journeys per annum? | |
| **Non-Emergency Patient Transport Services (NEPTS)** | |
| Can you please confirm the name of the providers you have for the following services? | Yorkshire Ambulance Service, First4Care and U.K.Events Medical |
| Please include journey numbers and mobilities for all patient journeys per annum | Data held by Rotherham CCG not acute trust. The FOI Team at the CCG can be contacted via email at [roccg.foi@nhs.net](mailto:roccg.foi@nhs.net) |
| Please include the start date, end date of contracts, include if any extensions may be applicable and initial length of awarded contract. | Contracts are with Rotherham CCG not acute trust. The FOI Team at the CCG can be contacted via email at [roccg.foi@nhs.net](mailto:roccg.foi@nhs.net) |
| Please also include all complaints/concerns, both formal, informal, DATIX, PALS, any SUI’s and CQC reported incidents etc. | Data held by Rotherham CCG not acute trust. The FOI Team at the CCG can be contacted via email at [roccg.foi@nhs.net](mailto:roccg.foi@nhs.net) |
| **Any Ambulance services not included in the above, including any specialist services** | |
| Can you please confirm the name of the providers you have for the following services? | N/A |
| Please include journey numbers and mobilities for all patient journeys per annum | N/A |
| Please include the start date, end date of contracts, include if any extensions may be applicable and initial length of awarded contract. | N/A |
| Please also include all complaints/concerns, both formal, informal, DATIX, PALS, any SUI’s and CQC reported incidents etc. | N/A |
| **Mental Health Transport Services** | |
| Can you please confirm the name of the providers you have for the following services? | N/A |
| Please include journey numbers and mobilities for all patient journeys per annum | N/A |
| Please include the start date, end date of contracts, include if any extensions may be applicable and initial length of awarded contract. | N/A |
| Please also include all complaints/concerns, both formal, informal, DATIX, PALS, any SUI’s and CQC reported incidents etc. | N/A |
| **Pathology Courier Services** | |
| Can you please confirm the name of the providers you have for the following services? | Courier Logistics |
| Please include journey numbers and mobilities for all patient journeys per annum | No patients are transported under the Pathology Courier Services contract. |
| Please include the start date, end date of contracts, include if any extensions may be applicable and initial length of awarded contract. | July 2015 – June 2022 |
| Please also include all complaints/concerns, both formal, informal, DATIX, PALS, any SUI’s and CQC reported incidents etc. | No datix on file for this service. |
| **Any other Courier Services** | |
| Can you please confirm the name of the providers you have for the following services? | N/A |
| Please include journey numbers and mobilities for all patient journeys per annum | N/A |
| Please include the start date, end date of contracts, include if any extensions may be applicable and initial length of awarded contract. | N/A |
| Please also include all complaints/concerns, both formal, informal, DATIX, PALS, any SUI’s and CQC reported incidents etc. | N/A |
| **Patient Taxi services – (for Taxis booked by the Trust are the providers CQC registered?)** | |
| Can you please confirm the name of the providers you have for the following services? | The A1 Group Taxis |
| Please include journey numbers and mobilities for all patient journeys per annum | Between 460-500 journeys over the last 12 months, mobility of patients not known. |
| Please include the start date, end date of contracts, include if any extensions may be applicable and initial length of awarded contract. | This is a rolling provision that is currently out of compliant contract and is currently under review. |
| Please also include all complaints/concerns, both formal, informal, DATIX, PALS, any SUI’s and CQC reported incidents etc. | For the last 12 months 1st April 2021 to 31st March 2022 the Trust has not receive any formal complaints in relation to patient transport, but we did receive 3 concerns. They were in relation to timeliness of the transport and attitude.  During the past year 1st April 2021 to 31st March 2022 there were 6 (six) incidents in Datix where an issue was reported relating to the taxi firms being used for patients. They relate to the taxi operator being inconsiderate or creating a problem for the patient being transported. |
| For all courier work, please confirm if you have regular GP runs, if yes how many individual runs, what services you supply the GPs, how many GPs are associated to them and the number of journeys per annum? | N/A |