

Dear

Thank you for your Freedom of Information request concerning hospital transport and car parking fees.

The Trust can provide the following information:

- 1 Who is the current provider of the hospital transport service for the hospital?

Arriva Transport
London Ambulance Service

- 2 What is the duration of the current hospital transport service contract with the provider?

3years + 2years

- 3 When was the contract with the hospital transport provider last awarded?

03/13

- 4 Who was the provider of hospital transport in each of the last five years? If records are kept for calendar years then in that format and, if not, in financial year format.

Medical Services UK
Arriva Transport
London Ambulance Service

Note: Whilst they are not contracted by the hospital, Hatzola North London also provide patient transport to the hospital, both emergency and non-emergency

- 5 How many journeys in each of the last five years, per year, have hospital transport made transporting patients? If records are kept for calendar years then in that format and, if not, in financial year format.

Year	Total
2008/09	30,399
2009/10	25,464
2010/11	32,993
2011/12	36,729
2012/13	29,329

- 6 How many complaints for each of the last five years, per year, have been received regarding hospital transport? . If records are kept for calendar years then in that format and, if not, in financial year format

- 7 How many complaints in each of the last five years, per year, been received regarding hospital transport failing to collect patients from their homes to take them to hospital appointments? If records are kept for calendar years then in that format and, if not, in financial year format.

- 8 How many complaints in each of the last five years, per year, been received regarding delays of over two hours in hospital transport? If records are kept for calendar years then in that format and, if not, in financial year format.

Data for Q6- 8

Year	Failure to collect	Delays over 2 hrs	Other issues	totals
2008/09	-	1	2	3
2009/10	2	2	3	7
2010/11	-	7	-	7
2011/12	3	2	2	7
2012/13	1	9	1	11
Total	6	21	8	35

- 9 What was the total annual cost of hospital transport for each of the last five years? If records are kept for calendar years then in that format and, if not, in financial year format.

Year	Total (£)
2008/09	843,439
2009/10	924,212
2010/11	990,603
2011/12	1,090,724
2012/13	957,234

- 10 What was the average cost per journey via hospital transport in each of the last five years? If records are kept for calendar years then in that format and, if not, in financial year format.

08/09	09/10	10/11	11/12	12/13
£27.75	£36.29	£30.02	£29.70	£32.64

- 11 How many in- patients have been discharged from the hospital between the hours of 10 pm and 7 am per month in the last five years? If records are only in annual form, please give figures per year. If records are kept for calendar years then in that format and, if not, in financial year format.

Please see attachment-disch 10pm-7am (time frame used April 2008-Nov 2013)

The discharge time presented here in the data reflects that at which the record is updated by a member of staff in the system. This may be completed at the actual time of discharge,

but given the busy nature of the clinical environment this may be done some hours after the discharge summary is produced and patient is actually sent home.

As a result this discharge date time on the system (and thus here in the data) may not accurately reflect that in the clinical notes.

- 12 How many of the in-patients discharged from the hospital between the hours of 10 pm and 7 am per month in the last five years were over 60 years old? If records are only in annual form, please give figures per year. If records are kept for calendar years then in that format and, if not, in financial year format.

Please see attachment-disch 10pm-7am (time frame used April 2008-Nov 2013)

The discharge time presented here in the data reflects that at which the record is updated by a member of staff in the system. This may be completed at the actual time of discharge,

but given the busy nature of the clinical environment this may be done some hours after the discharge summary is produced and patient is actually sent home.

As a result this discharge date time on the system (and thus here in the data) may not accurately reflect that in the clinical notes.

- 13 What procedure does the hospital have in place to assist outpatients from the disabled spaces in the hospital car park into the hospital when their accompanying carers are unable to manage without help?

Requests can be made ahead of time and staff can be assigned or request can be made at front desk for help.

- 14 How many complaints have been received in each of the last five years regarding lack of assistance from the car park to the hospital when patients' accompanying carers are unable to manage without help? If records are kept for calendar years then in that format and, if not, in financial year format.

The trust have received 0 complaints regarding lack of assistance from the car park to the hospital.

- 15 How many places does the hospital have in its car park for patients' and visitors' vehicles?

27 Visitors bays and 8 designated disabled bays

- 16 How many spaces does the hospital have in its car park reserved for hospital staff?

182

- 17 If spaces are reserved for staff in the hospital's car park, do staff pay the same parking fees as patients and visitor?

17a. If not, how much do staff pay to park in hospital's car park?

Patients do not pay for parking

£23.30 pm for staff earning lower then 45k, £41.50 pm for staff earning above 45k

18. Do occupants of disabled spaces in the hospital car park have to pay the full parking fee? If not, how much do they pay?

Patients do not pay for parking

19. What is the annual income from car parking fees in each of the last five years? If records are kept for calendar years then in that format and, if not, in financial year format.

	08/09	09/10	10/11	11/12	12/13
	62,9	78,3	80,4	70,3	80,4
93	65	64	17	99	

20. What was the cost of running the hospital's car park for each of the last five years? If records are kept for calendar years then in that format and, if not, in financial year format.

Apologies as this information have not been included as still collating the data and will send once it's ready

21. What was the tariff of charges for car parking in the hospital's car park for each of the last five years? If records are kept for calendar years then in that format and, if not, in financial year format. Please detail the dates of any rises in charges.

Apologies as this information have not been included as still collating the data and will send once it's ready

22. Does the hospital use a service for clamping and towing away cars from the car park which have outstayed the time for which their owners have paid?

No

23. If the answer to question 22 is "yes", how many cars have been clamped and/or towed away per year in each of the last five years? If records are kept for calendar years then in that format and, if not, in financial year format.

24. If the answer to question 22 is "yes", how many cars displaying blue disabled badges have been clamped and/or towed away in each of the last five years? If records are kept for calendar years then in that format and, if not, in financial year format.

25. If the answer to question 22 is "yes", how long a period of grace is given to cars outstaying the period of time for which their owners have paid?

26. If the answer to question 22 is "yes", does the hospital derive income from the clamping/towing charges? If so how much income per year in each of the last five

years has been received? If records are kept for calendar years then in that format and, if not, in financial year format.

27. If the answer to question 22 is "yes" but the hospital does not derive income from clamping/towing charges as above, please state how much income the contractor has derived from these charges in each of the last five years. If records are kept for calendar years then in that format and, if not, in financial year format.

23- 27- N/A

If you have any queries about this response please contact the information governance manager at foi@homerton.nhs.uk , in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email www.informationcommissioner.gov.uk to take them further.

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Yours sincerely

James Cook
Information Governance Administrator

Matthew Hall
Information Governance Manager (Deputy Caldicott Guardian)

Fyear	Fyear_month	Total Discharges between 10pm
2007/08	M01 - Apr	323
2007/08	M02 - May	383
2007/08	M03 - Jun	407
2007/08	M04 - Jul	410
2007/08	M05 - Aug	460
2007/08	M06 - Sep	443
2007/08	M07 - Oct	378
2007/08	M08 - Nov	375
2007/08	M09 - Dec	386
2007/08	M10 - Jan	300
2007/08	M11 - Feb	269
2007/08	M12 - Mar	363
2008/09	M01 - Apr	310
2008/09	M02 - May	405
2008/09	M03 - Jun	365
2008/09	M04 - Jul	341
2008/09	M05 - Aug	361
2008/09	M06 - Sep	282
2008/09	M07 - Oct	268
2008/09	M08 - Nov	339
2008/09	M09 - Dec	379
2008/09	M10 - Jan	329
2008/09	M11 - Feb	299
2008/09	M12 - Mar	250
2009/10	M01 - Apr	323
2009/10	M02 - May	362
2009/10	M03 - Jun	348
2009/10	M04 - Jul	366
2009/10	M05 - Aug	339
2009/10	M06 - Sep	312
2009/10	M07 - Oct	369
2009/10	M08 - Nov	306
2009/10	M09 - Dec	346
2009/10	M10 - Jan	438
2009/10	M11 - Feb	309
2009/10	M12 - Mar	331
2010/11	M01 - Apr	386
2010/11	M02 - May	309
2010/11	M03 - Jun	356
2010/11	M04 - Jul	358
2010/11	M05 - Aug	398
2010/11	M06 - Sep	458
2010/11	M07 - Oct	509
2010/11	M08 - Nov	386
2010/11	M09 - Dec	618
2010/11	M10 - Jan	443
2010/11	M11 - Feb	362
2010/11	M12 - Mar	401
2011/12	M01 - Apr	347

2011/12	M02 - May	365
2011/12	M03 - Jun	375
2011/12	M04 - Jul	393
2011/12	M05 - Aug	462
2011/12	M06 - Sep	374
2011/12	M07 - Oct	335
2011/12	M08 - Nov	400
2011/12	M09 - Dec	412
2011/12	M10 - Jan	583
2011/12	M11 - Feb	444
2011/12	M12 - Mar	512
2012/13	M01 - Apr	406
2012/13	M02 - May	552
2012/13	M03 - Jun	497
2012/13	M04 - Jul	482
2012/13	M05 - Aug	514
2012/13	M06 - Sep	623
2012/13	M07 - Oct	525
2012/13	M08 - Nov	532
2012/13	M09 - Dec	647
2012/13	M10 - Jan	493
2012/13	M11 - Feb	494
2012/13	M12 - Mar	548
2013/14	M01 - Apr	557
2013/14	M02 - May	506
2013/14	M03 - Jun	480
2013/14	M04 - Jul	562
2013/14	M05 - Aug	567
2013/14	M06 - Sep	507
2013/14	M07 - Oct	471
2013/14	M08 - Nov	458
2013/14	M09 - Dec	43
Total		33024

Over 60's Discharged between Percentage

27	8.36
37	9.66
37	9.09
60	14.63
64	13.91
46	10.38
46	12.17
31	8.27
45	11.66
34	11.33
31	11.52
41	11.29
39	12.58
37	9.14
41	11.23
42	12.32
38	10.53
29	10.28
25	9.33
45	13.27
27	7.12
52	15.81
28	9.36
18	7.20
33	10.22
48	13.26
36	10.34
43	11.75
44	12.98
42	13.46
41	11.11
37	12.09
47	13.58
77	17.58
31	10.03
33	9.97
51	13.21
24	7.77
41	11.52
28	7.82
31	7.79
45	9.83
39	7.66
29	7.51
32	5.18
33	7.45
27	7.46
34	8.48
35	10.09

28	7.67
30	8.00
28	7.12
28	6.06
34	9.09
36	10.75
23	5.75
23	5.58
41	7.03
38	8.56
41	8.01
35	8.62
32	5.80
38	7.65
37	7.68
28	5.45
43	6.90
38	7.24
30	5.64
40	6.18
34	6.90
40	8.10
47	8.58
30	5.39
38	7.51
35	7.29
38	6.76
37	6.53
27	5.33
29	6.16
37	8.08
5	11.63

2949	8.93
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