

Dear Sir/Madam

Thank you for your Freedom of Information request concerning patient transport services.

The Trust can provide the following information:

Patient Transport Suppliers

1) Which company or companies held the contract to supply your patient transport services in each year since 2009?

Current-

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)

Previous-

Medical Services UK

2) How much did you spend on patient transport in each year since 2009?

Please note that the figures prior to 2013/14 relates to the acute trust, It does not include the Community (CHS) patients. Have provided figures for 2013/14 for community below.

Note: not able to provide figures prior to 2013/14 as the community merged with the Homerton 01/04/2011 but at that time was using a different supplier for transport which we do not have access to that data.

Year	Total (£)
2009/10	924,212
2010/11	990,603
2011/12	1,090,724
2012/13	957,234
2013/14	£1,021,344

2013/14 – Community- £338,126

3) What is your policy on carrying carers?

Escorts can be carried if requested and if not against Medical guidance

4) Please share your Trust's patient transport policy.

Policy currently does not exist, but this is under review

Contract

5) In your contract specification with the provider, what is the maximum time, from when transport is requested, within which the patient must be collected?

30mins

6) Please state what other standards (e.g. cleanliness) are written into the contract specification.

Performance, quality and governance

7) How do you monitor whether the contractor is complying with the minimum standards in the contract?

Weekly, monthly, quarterly, bi-annually and annual review process

8) What are the penalties if the contractor breaches the minimum standards of the contract?

Annual contract percentage deductions

9) Is there a patients' user group involved in the oversight 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?

Yes

10) When is your contract up for renewal?

Contract awarded- 03/13-- duration-3years + 2years

Incorporating hospital and community health services, teaching and research

Complaints and cancellations

11) How many complaints did you get re patient transport month by month in each year since 2009? Please state what categories these were classified by (e.g. driver behaviour, lateness, etc.) and how many complaints were in each category.

unable to provide data month by month but total for year

Year	Failure to collect	Delays over 2 hrs.	Other issues	totals
2009/10	2	2	3	7
2010/11	-	7	-	7
2011/12	3	2	2	7
2012/13	1	9	1	11
2013/14	0	0	5	5
Total	6	20	11	37

Issues:

2- Pt taken to incorrect address

1- In-Pt missed her appt (at another hospital) due to delay in transport pick-up

1- Transport was not main issue of complaint but was the last straw – after a long wait to be seen in ED, pt's family told hospital transport could not be used to take pt home (pt brought in by family not by ambulance)

1-In-Pt on home visit, transport collection was wrong time (much earlier than had been booked), re-scheduled vehicle was over 2 hours late

12) How many hospital appointments have been missed due to patient transport lateness (other than due to severe weather conditions affecting the patient transport service) in each year since 2009?

This information is not recorded in the format being requested.

It is estimated it would exceed 18 hours to extract data from several sources thus would be exempt under section 12 of the freedom of Information Act 2000.

Also whatever is produced may not give an accurate account of what's being asked.

13) How many times in each year since 2009 was there a discharge delay due to patient transport issues?

This information is not recorded in the format being requested.

It is estimated it would exceed 18 hours to extract data from several sources thus would be exempt under section 12 of the freedom of Information Act 2000.

Also whatever is produced may not give an accurate account of what's being asked.

14) How many times in each year since 2009 did patients cancel being picked up by patient transport (because of fear of lateness) and make their own way?

This is not recorded

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

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