

Dear Sir/Madam

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

The Trust can provide the following information:

Arriva have been our PTS provider since July 2013 and before that it was Medical Services. Currently and historically we have not reported on (b, e,) as we only report on contracted KPI percentages taken via a complicated formula. To perform extraction of requested information for Arriva data it is estimated would exceed 18 hours and thus is exempt under section 12 of the Freedom of Information Act 2000. In regards to data for Medical Services this was stored on an external portal which we no longer have access to so are unable to provide.

a) What is the average wait for patients following their appointment to be taken home by patient transport?

The Trust specification with the provider the maximum time, from when transport is requested patient must be collected within 30 minutes.

b) How many times in each year since 2009 did patients have to wait (i) 0 - 1 hour (ii) 1 - 2 hours (iii) 2 – 3 hours (iv) 3 – 4 hours (v) more than 4 hours to be picked up following their appointment?

Exempt- under section 12 of the Freedom of Information Act 2000

c) What training is required in the contract for drivers of the patient transport?

The Trust requires that all Arriva's drivers be fully trained

d) Please share the content of the training for drivers.

This information is not held by the Trust, you would need to contact Arriva as to content of training for their drivers

e) How many hospital appointments were missed due to patient transport not delivering the patient in time in each year since 2009?

Exempt- under section 12 of the Freedom of Information Act 2000

f) What are your eligibility criteria for patient transport?

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See document below, however this is being reviewed. Currently we still are using the original pilot criteria.

g) How is this assessed? (e.g. over the phone, in person; in consultation with a doctor or other medical professional.)

All of the above

h) What questions do you ask of patients to assess their eligibility for patient transport?

See document below, however this is being reviewed. Currently we still are using the original pilot criteria.

i) Is there an appeals process for those not deemed eligible for patient transport?

PALS and Facilities contract team

j) What is your policy and/or eligibility criterion on escorts accompanying patients on transport?

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

The below listed questions are duplicate of above

k) What is the average wait for patients following their appointment to be taken home by patient transport?

l) How many times in each year since 2009 did patients have to wait (a) 0 - 1 hour (b) 1 - 2 hours (c) 2 – 3 hours (d) 3 – 4 hours (e) more than 4 hours to be picked up following their appointment?

m) What training is required in the contract for drivers of the patient transport?

n) Please share the content of the training for drivers.

o) How many hospital appointments were missed due to patient transport not delivering the patient in time in each year since 2009?

p) What are your eligibility criteria for patient transport?

q) How is this assessed? (e.g. over the phone, in person; in consultation with a doctor or other medical professional.)

r) What questions do you ask of patients to assess their eligibility for patient transport?

s) Is there an appeals process for those not deemed eligible for patient transport?

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t) What is your policy and/or eligibility criterion on escorts accompanying patients on transport?

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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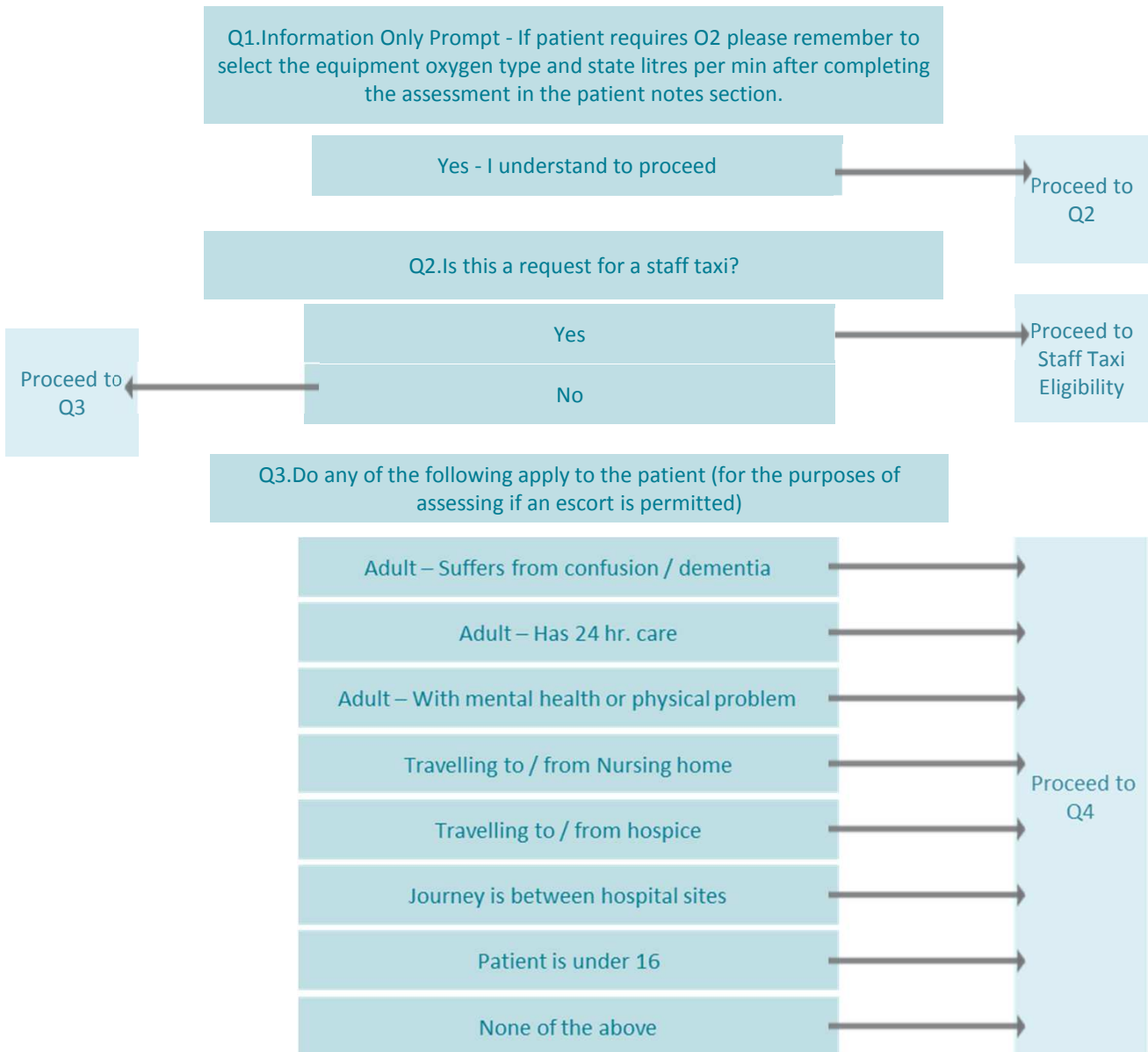
Yours sincerely

James Cook
Information Governance Administrator

Mike Dunne
Information Governance Manager/Deputy Calidcott Guardian

London Homerton Eligibility Assessment

PTS Eligibility Criteria



PTS Eligibility Criteria

Q4 . Has the patient been identified as exempt prior to eligibility assessment by a GP or consultant?

Patient is eligible for transport. GP in NOTES

- Yes
- No

Proceed to Q5

Q5 . Has the patient / parent/ carer been specifically advised not to drive by a doctor?

Patient is eligible for transport.

- Yes
- No

Proceed to Q6

Q6. Is this a preliminary Clinical request for transport?

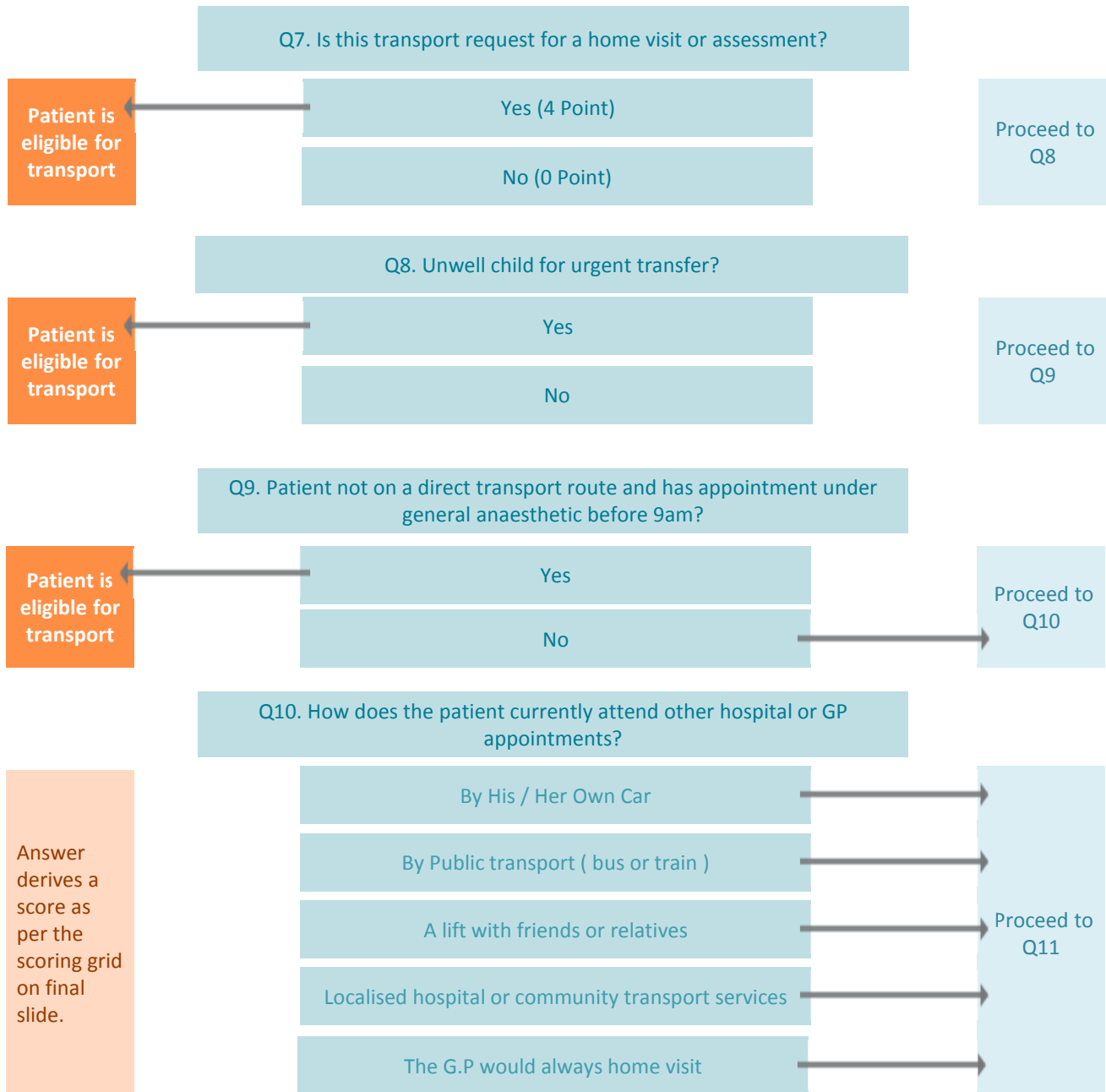
Patient is eligible for transport

- No
- Yes – Urgent test/appt give < 24 hr notice.
- Yes - Immunosuppressive or infectious
- Yes - Pallative pathway
- Yes - Fit for discharge earlier than expected
- Over 80 Years old

Proceed to Q7

London Homerton Eligibility Assessment

PTS Eligibility Criteria

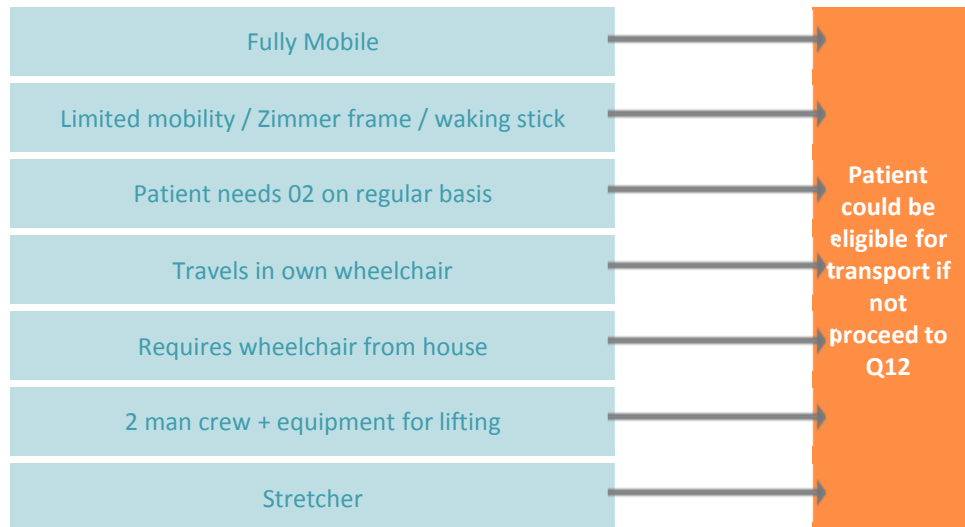


London Homerton Eligibility Assessment

PTS Eligibility Criteria

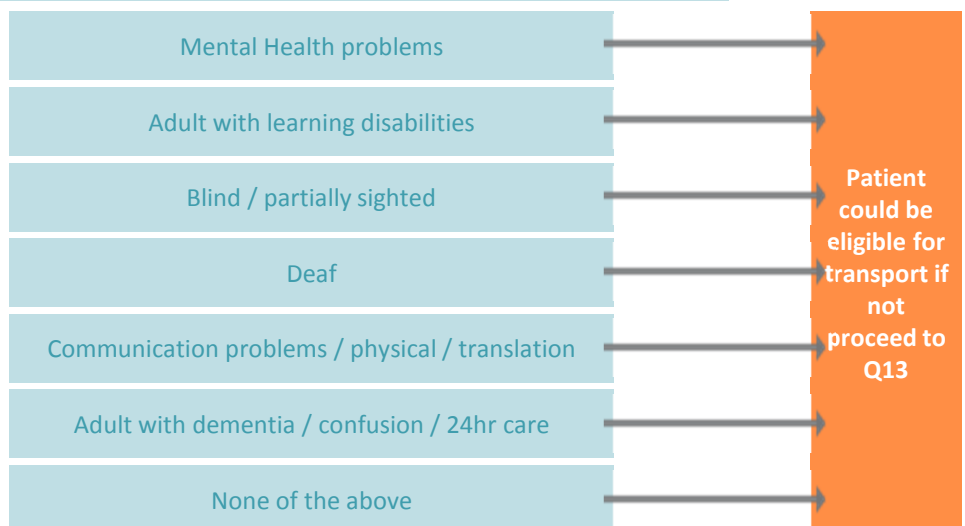
Q11. How does the patient mobilise in their day to day living?

Answer derives a score as per the scoring grid on final slide



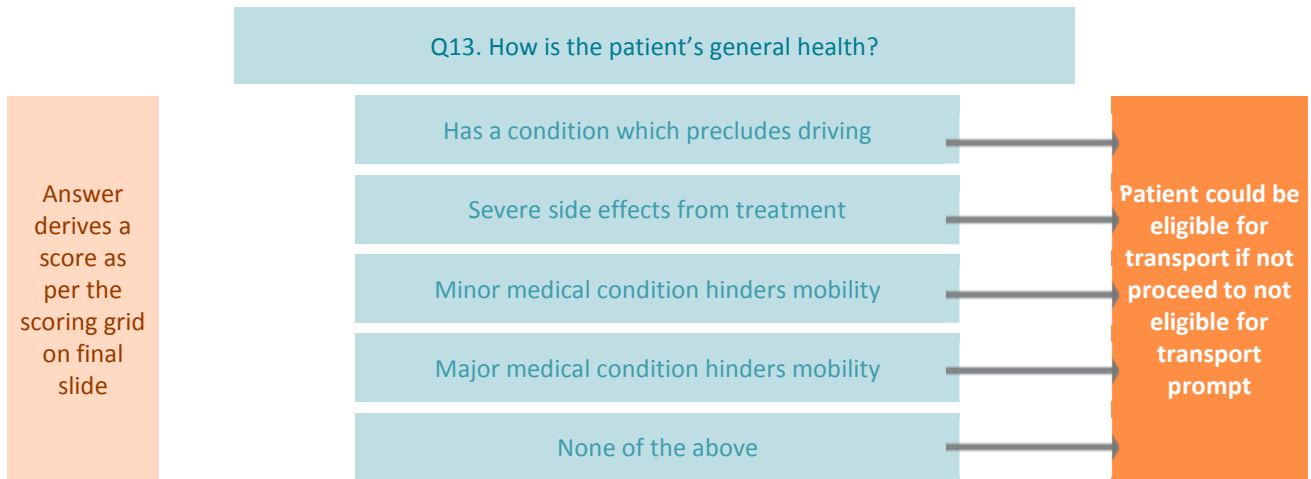
Q12. Does the patient have any mental health, sight or communication problems?

Answer derives a score as per the scoring grid on final slide



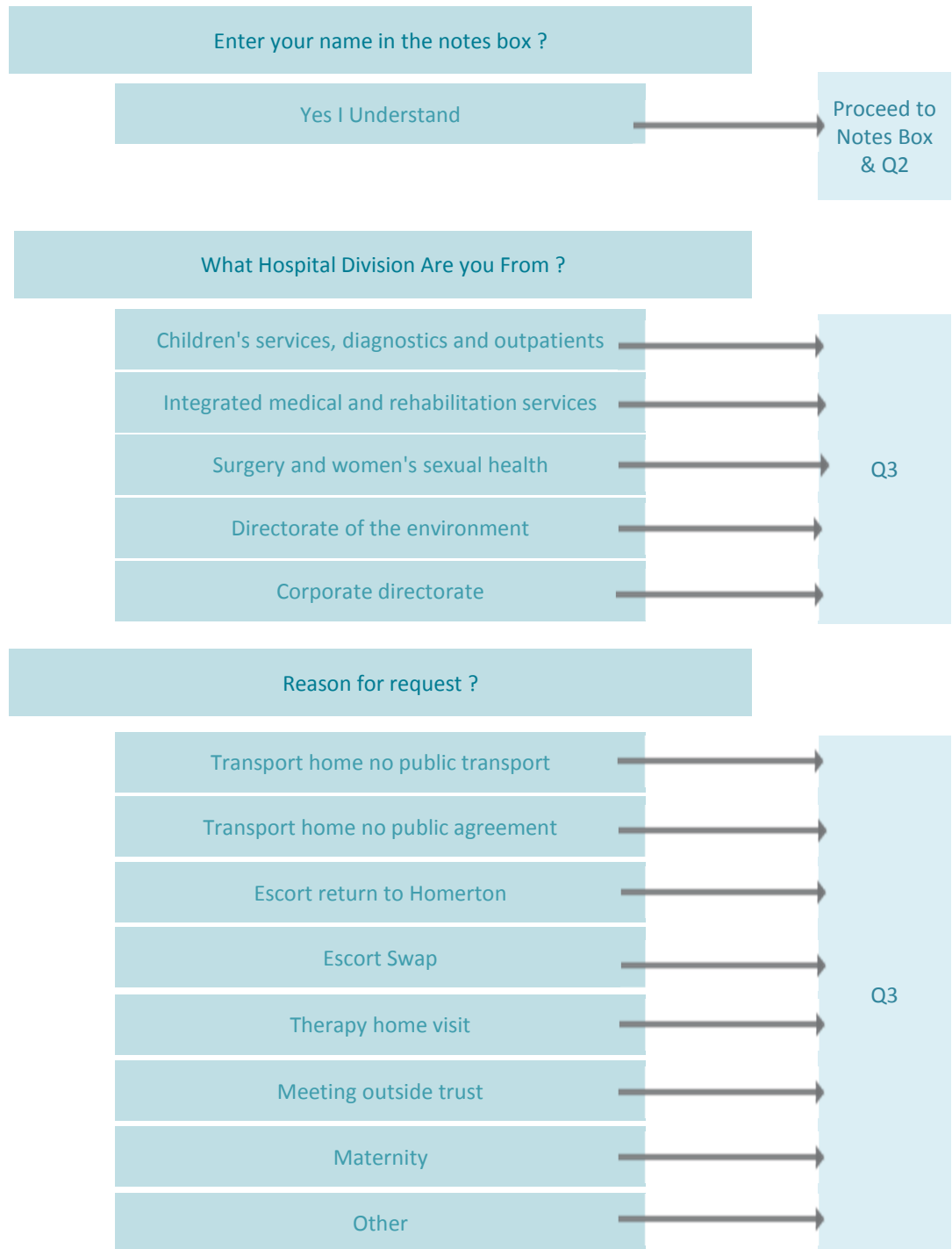
London Homerton Eligibility Assessment

PTS Eligibility Criteria



London Homerton Eligibility Assessment

Staff Taxi Eligibility Criteria



London Homerton Eligibility Assessment

Staff Taxi Eligibility Criteria

