



Thank you for your request regarding Patient Transport.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

Please can you provide the following information for Patient Transport and Taxi type services for which you are responsible / commission:

1 Which elements of these services do you self-deliver / deliver in house?

All journeys that cannot be covered by Internal Transport are outsourced to the Trust's patient transport provider Medical Services Limited through a NHS Trust consortium agreement. Service users' daily journeys are requested through our Internal Transport Helpdesk.

2 Which elements of these services are outsourced or sub-contracted?

Please see the response to question 1.

3 For the services that are outsourced or sub contracted can you provide the following information for each contract:

- a) **Service type**
- b) **Current providers**
- c) **Contract duration**
- d) **Annual value**

The above information is already available in the public domain¹. Please follow this [link](#).

e) Scope (i.e. which Trusts/hospitals/areas does it cover)

Our transport arrangement covers our Strategic Business Units (SBU's); East & North Hertfordshire, West Hertfordshire and Learning Disabilities & Forensic Services, which includes some services in North Essex and Norfolk.

¹ Section 21 - information is accessible by another means

4 Can you provide contact details (telephone, email and place of work) for the person or people responsible for the procurement/management/delivery of these services?

Our procurement department can be contacted on 01707 253800 or contracts.hpft@hertsparts.nhs.uk. They are based at:

1st Floor
Forest House Annex
Kingsley Green
Harper Lane
Radlett
WD7 9HQ

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?

Please see attached Key Performance Indicators (KPI's) and Financial Penalties.

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

Please see response to question 5.

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

Please see response to question 5.

8 How regularly is this monitored/reviewed?

Please see response to question 5.

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

Please see response to question 5.

10 How many penalties have there been in the last 6 months?

We have not applied any penalties within the last 6 months.

11 How many penalties where charges have been applied within the last 6 months?

Not applicable

12 When is your contract up for renewal?

Please see response to question 3.

13 Has your current contract been extended and If so, for how long?

Not applicable.

14 Please provide the current KPIs associated to the contract.

Please see response to question 5.

15 Have these KPIs been revised since the start date of this contract?

The contract is currently under review and so the KPIs are subject to change.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith

Information Governance Analyst

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

