

15 June 2022

Information Rights & Compliance Team
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Our Ref: FOI/04313

Thank you for your request concerning Patient Transport Services.

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

1. Can you please confirm the name of the providers you have for the following services?

	Providers	Number of Journeys / Mobilities	Contract Details
Non-Emergency Patient Transport Services (NEPTS)	NEPTS journeys are covered by our internal transport where possible. When this is not possible we have a Service Level Agreement (SLA) with West Hertfordshire Hospital NHS Trust (WHHT).	The number of NEPT journeys and mobility details are not recorded in a reportable manner. We do not hold this information ¹ . This information may be held by WHHT.	No contract in place.
Any Ambulance services not included in the above, including any specialist services	Not applicable.	Not applicable.	Not applicable.
Mental Health Transport Services	<ul style="list-style-type: none"> • VKL • MARS Secure Services • CIRE Ambulance Service • Secure Care UK • Definitive PSA Ltd • Specialist Medical Transport 	The number of secure journeys and mobility details are not recorded in a reportable manner.	These are commissioned on a spot basis. There is no contract in place.
Pathology Courier Services	This is covered by the SLA agreement with WHHT.	We do not hold this information ¹ .	No contract in place.
Any other Courier Services	This is covered by the SLA agreement with WHHT.	We do not hold this information ¹ .	No contract in place.

¹ Section 1(1) Any person making a request for information to a public authority is entitled
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to him.

Patient Taxi services – (for Taxis booked by the Trust are the providers CQC registered?)	Service Users use local taxis on an adhoc basis. If Service Users are unable to pay we would transfer the booking onto one of the Trusts approved out of hours taxi carriers.	We are unable to provide this breakdown as service user taxis are not recorded separately to the other areas of Trust business.	No contract in place.
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- a) **Please include journey numbers and**
- b) **mobilities for all patient journeys per annum**
- c) **start date of contracts**
- d) **end date of contracts**
- e) **include if any extensions may be applicable and**
- f) **initial length of awarded contract**
- g) **Please also include all complaints/concerns for each provider, both formal, informal, DATIX, PALS, any SUI's and CQC reported incidents etc.**

During 2021/22 we have received 4 complaints that mentioned the word “transport”.

2. **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?**

Yes we do have regular GP runs as part of the ongoing SLA with WHHT.

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 Rights Officer**

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](#).

