

369 Fulham Road
London SW10 9NH

13th August 2014

Our Ref: FOI 2014/258

Following your request for information under the Freedom of Information Act 2000 which we received on 22nd May 2014 we are providing you information as held by Chelsea and Westminster Hospital NHS Foundation Trust.

In your query, you requested the following information for which corresponding responses have been provided.

- (1) The company or companies held the contract to supply patient transport services in each year since 2009
Healthcare and Transport Services

- (2) Spending on patient transport in each year since 2009

Sum of Total £	
Financial Period	Total
09-10	789,279
10-11	859,890
11-12	972,077
12-13	1,409,264
13-14	1,393,040
Grand Total	5,423,550

- (3) Policy on carrying carers
Referenced in attached draft Patient Transport Policy and Procedure in section 7.0
- (4) Patient transport policy.
This is currently in draft.
- (5) The maximum time, from when transport is requested, within which the patient must be collected
60 minutes
- (6) Other standards (e.g. cleanliness) written into the contract specification.
There are various Key Performance Indicators
- (7) Monitoring method whether the contractor is complying with the minimum standards in the contract
Key Performance Indicators
- (8) The penalties if the contractor breaches the minimum standards of the contract
NONE
- (9) Whether a patients' user group is involved in the oversight of the patient transport contract and whether any mechanisms through which patient transport users are

involved in the governance of patient transport
Patient Led Assessment of the Care Environment (PLACE)

- (10) Renewal Time for contract
2015 April with a possibility of a 1 year plus another 1 year extension
- (11) The number of complaints on patient transport in each year since 2009

	ATTITUDE BEHAVIOUR	DELAY	FAILURE TO FOLLOW CORRECT PROCEDURE	INFORMATION
2009	1		1	1
2010	3	1		
2011		1	2	
2012	2	1	1	1
2013	1		2	
2014				2

- (12) The number of 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
The Trust does not record the information in the format you requested.
- (13) The number of discharge delay due to patient transport issues in each year since 2009
If using the discharge figures provided to PLACE - could look at the scores of achieving 95% within 60 minutes – these figures do not include A&E at weekends [where it is more likely to be a delay due to volumes and availability and would only be recorded if an incident form was completed]
- (14) The number of cancellation to patients being picked up by patient transport and they make their own way in each year since 2009 (because of fear of lateness).
The Trust does not record the information in the format you requested.

We apologise for the delay in response and trust the above information is satisfactory to you.

If you are not happy with the way in which your request has been dealt with or are dissatisfied with this response and wish to appeal, please write to Information Governance Manager at information.governance@chelwest.nhs.uk. Your complaint will be dealt with through our internal review process.

If you are still not satisfied following the Internal Review, you have a right to complain to the Information Commissioner's Office. You can contact them at casework@ico.org.uk.

Re-use of Public Sector Information

All information supplied by the Trust in answering a request for information under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No.1515 which came into force on 1st July 2005.

Under the terms of the Regulations, the Trust will license the re-use of any or all information supplied if being used in a form and for a purpose other than which it was originally supplied. However, The Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Yours sincerely

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Information Governance Analyst