

369 Fulham Road
London SW10 9NH

22nd July 2014

Our Ref: FOI 2014/265

Following your request for information under the Freedom of Information Act 2000 which we received on 28th 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.

- (a) The average wait for patients following their appointment to be taken home by patient transport
The Trust does not hold the information in the format your requested.
- (b) The number of episode that 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 in each year since 2009
For discharges – average waiting time is 32 minutes.
- (c) Training required in the contract for drivers of the patient transport
Basic First Aid, Infection Control, Patient Care, Lifting and Handling, COSHH, Equality and Diversity, Health and Safety
- (d) The content of the training for drivers.
As mentioned above
- (e) The number of hospital appointments which were missed due to patient transport not delivering the patient in time in each year since 2009
The Trust does not hold the information in the format your requested.
- (f) The eligibility criteria for patient transport
Please see the attached.
- (g) How is this assessed? (e.g. over the phone, in person; in consultation with a doctor or other medical professional.)
Currently it is trialled in OPD areas.
- (h) The questions asked to patients to assess their eligibility for patient transport
Please see the attached.
- (i) Whether there is an appeal process for those not deemed eligible for patient transport
Whilst trial in place, Matron for area would deal with appeal.
- (j) The policy and/or eligibility criteria on escorts accompanying patients on transport
Please see the attached.

Re: Questions (k) to (t) in your original request, these are the repetition of the above questions (a) to (j).

We apologise for 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