

11 November 2014

Dear

Freedom of Information Act Request

Original Request:

The information required related to the non-emergency transportation of patients to and from hospitals or medical treatment centres whether that is for admission or outpatient treatment.

1. Is this service provided 'in house' by the hospital/trust, by a regional NHS ambulance service or by an independent contractor?
2. If not by the hospital/trust then the name of the provider.
3. What is the total annual cost/Contract Value to your organisation?
4. What is the renewal date of any agreement?
5. What was the Contract spend in the last full financial year?
6. What is the contracted/annual mileage by type of vehicle:
 - Ambulance
 - Wheelchair Accessible Vehicle
 - Car
7. What is the contract activity by patient mobility code?
8. What are the service levels – Timeliness KPI definitions for Inbound performance and reported achievement over the last 12 months?
9. What are the service levels – Timeliness KPI definitions of Outbound performance and reported achievement over the last 12 months?
10. What is the number of aborted journeys per annum?
11. What is the number of complaints received per month, or per annum?
12. What is the total carbon footprint of the patient transport fleet over the last 12 months?

Our Response:

Wirral Community NHS Trust does not provide non-emergency transportation of patients to and from hospital or medical treatment centres and therefore does not hold the information you request.