



**University Hospitals  
of North Midlands**  
NHS Trust

**Royal Stoke University Hospital**  
**Data, Security and Protection**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Ref: FOIA Reference 2022/23-009b

Date: 14<sup>th</sup> June 2022

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 27<sup>th</sup> May 2022 requesting information under the Freedom of Information Act (2000) regarding our response on Patient Transport Services.

**The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.**

**However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.**

**We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.**

**The Information Commissioners Office has recognised the current situation in the NHS.**

You emailed the following:

*'Thank you for your response, but I cannot see any names of the providers for any of your services, can you please confirm the providers names for each category?'*

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 Can you please confirm the name of the providers you have for the following services?**

**Please include journey numbers and mobilities for all patient journeys per annum, start date, end date of contracts, include if any extensions may be applicable and initial length of awarded contract.**



Please also include all complaints/concerns for each provider, formal, informal, DATIX, PALS, any SUI's and CQC reported incidents etc.

- **Non-Emergency Patient Transport Services (NEPTS)**
- **Any Ambulance services not included in the above, including any specialist services**
- **Mental Health Transport Services**
- **Pathology Courier Services**
- **Any other Courier Services**
- **Patient Taxi services – (for Taxis booked by the Trust are the providers CQC registered?)**

A1 Amended answer:

- UHNM HD and NEPTS provider: ERS Medical
- Taxi Provider: ABC/ACE/Supreme

Answered 9<sup>th</sup> April 2022

Informal complaints relating to patient transport from 01/04/2021-31/03/2022 = 22. These all relate to NEPT. No formal complaints received.

Number of journeys: 12300- Ambulance, 848- taxi

No data held regarding: formal or informal complaints/PALS for:

- Any Ambulance services not included in the above, including any specialist services
- Mental Health Transport Services
- Pathology Courier Services
- Any other Courier Services
  
- Any Ambulance services not included in the above, including any specialist services –
- Journey data in separate attachment. Data for 1<sup>st</sup> June 2021 to 31<sup>st</sup> March 2022 – due to new contract.
- Contract date: 1<sup>st</sup> June 2021 – 31<sup>st</sup> May 2025 – extension option of 2 years
- Datix and PALS - Data for 1<sup>st</sup> June 2021 to 31<sup>st</sup> March 2022 – due to new contract.-
- Total 46 of which:
  - 39 x Delays
  - 3 x Crew Issues
  - 2 x Missed appointment
  - 1 x Patient Injury
  - 1 x Equipment
  
- Mental Health Transport Services
- Pathology Courier Services
- Any other Courier Services
- Patient Taxi services – (for Taxis booked by the Trust are the providers CQC registered) –
- Journey data in separate attachment -Please note the majority of patients are Mobile/able to Walk or travel in their own wheelchair, (unable to identify from data available)
  - Contract date: 1<sup>st</sup> May 2019 – 30<sup>th</sup> April 2022 – extension option of 2 years
  - Not CQC registered

**Q2 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?**

A2 We have 9 regular courier runs supplying the following services to GPs:

- Collection of diagnostic samples
- Deliver of post from the UHNM
- Collection of post for the UHNM
- Delivery of Pathology consumables

The couriers collect from a total of 150 GP surgeries daily with approximately 37,950 collections completed annually.

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

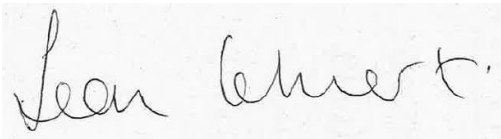
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,

A handwritten signature in black ink on a light-colored background. The signature reads "Jean Lehnert" in a cursive, slightly slanted script.

Jean Lehnert  
**Data, Security & Protection Manager**