



Trust Headquarters
Nexus House
Gatwick Road
Crawley
West Sussex
RH10 9BG

Tel: 0300 123 0999
www.secamb.nhs.uk

14th April 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220220.

You requested the following information, please also see our response below:

I'm getting in touch regarding the use of Taxis for both non urgent patient transfer reasons and for more urgent GP/999/111 related Category 1-3 calls. Under the freedom of information act, can you please answer the following questions:

From FY April 2021-January 31st 2022 what is the total amount of money paid to Taxi companies for:

From FY April 2021-January 31st 2022 the Trust has spent £82.33 on Taxi companies for patient transfer. Please note that we only started using taxis from the 31st January 2022 for a period of eight weeks as part of a trial.

- a) Non urgent patient transport reasons (eg patients being transported to and from operations or procedures/appointments/covid testing) including but not exclusively, category 4 calls.**
- b) For above (a) please supply the figures for each county in your ambulance region (or any other categorised area breakdown)**
- c) Taxis paid to transport patients who have contacted their GP, 111 or 999 and need to be conveyed to hospital for more urgent reasons. Category 1-3 calls.**
- d) For above (c), please supply the figures for each county in your ambulance region (or any other categorised area breakdown)**

From April 2021 – 31st January 2022

- e) Could you provide the total number of patients conveyed to hospital via taxis who have contacted their GP, 111 or 999 for more urgent reasons (Category 1-3 calls)**
Less than 10
- f) Could you break that number down into Category 1, 2 and 3 rated patients separately**
Less than 10 in each category
- g) Could you provide the overall age range of patients who have contacted their GP, 111 or 999 and have had to be conveyed to hospital in a taxi for**

more urgent cat 1-3 reasons, stating only the youngest and oldest age, eg 9 weeks old – 92 years old.

Ages 20 to 73

Please note that for figures that are less than 10 we are unable to provide the exact number as it may be identifiable to individuals.

For a), c) and e) only, could you provide historical data for the financial year 2019/20 and 2020/21.

NA

h) Could you also provide your existing decision making policy for contracting taxi firms including any safety guidance or general decision making paperwork (no historical data needed)

The Trust commissioned 365 Response who host a Transport Management System which is used widely both across the NHS and Local Government.

We used 365 Response to onboard all our taxi providers, using their governance frameworks that have been tried and tested across England.

All Taxi providers are checked by 365 Response and are required to provide the following documentation plus all drivers must have a valid DBS:

Required Documentation
Public Liability Insurance Certificate for the organisation
By signing this form you confirm there are organisational process in place to check self-employed drivers Public Liability Insurance and evidence can be available if requested
Employers Liability Insurance Certificate
Operator's Licence (if applicable)
Signed Health & Safety Statement or Policy
Data Protection Policy

The Executive Management Board approved the process and criteria in January. The following inclusion/exclusion criteria was approved at the Senior Management Group on 13 January 2022:

Inclusion Criteria	Exclusion Criteria	Additional
Patients requiring definitive care in a specified facility (excludes GP/OOH)	Patients who may pose a risk to self or others	Clinician working within EOC or remote PP hubs undertaking NHSP/MTS/PaCCS

		supported clinical assessments
Must have been assessed as clinically appropriate for taxi conveyance	Intoxicated/under the influence of drugs and may pose risk to self or others	Referral within 1 or 4 hour disposition – pick up by taxi within 1 hour
Able to mobilise and sit in a taxi	D&V or contaminated with body fluids	
All other self-conveyance options exhausted	Must be over the age of 18, or if under, must be accompanied	
Has Capacity (or accompanied by responsible adult/carer) and has consented to taxi transportation	Infectious conditions	
	Violent patients or those with a history of violence known to the service.	

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**