



Trust Headquarters
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9th June 2026
Internal Reference: 260513
Email:

Dear ,

Thank you for your request for information, which we received on **14/05/2026**.
We have considered your request under the Freedom of Information Act 2000.
Please ensure you quote the Internal Reference number above in any future correspondence.

Your Request

I would appreciate a response to the following questions:

- Whether your ambulance service uses private hire taxis to transport patients to A&E departments;
- If so, the number of occasions each month (for the last 12 months) this has occurred;
- The circumstances in which a private hire taxi would be used;
- The clinical assessment process undertaken before such transport is authorised;
- Whether drivers are informed of any relevant medical issues prior to the journey;
- Whether drivers receive any medical or safeguarding training relevant to such transport;
- Whether drivers are required to remain with the patient until handover at the hospital;
- Whether any ambulance service staff accompany the patient during the journey;
- The total annual cost to the ambulance services of such journeys for each complete tax year since 2016;
- What tender process is used, if any, to establish costs of taxi journeys



Formal Response

This request is not applicable to the Trust as it does not use private hire taxis to transport patients to Accident and Emergency departments and therefore, does not hold any information in relation to the remaining questions.

Next steps

Some information held by the Trust is routinely published on our [website](#) and may be of assistance.

If you are dissatisfied with the Trust's response to your request, you have the right to ask for an internal review.

Requests for an internal review should be submitted within **40 working days** of the date of this response and should be sent to:

Richard Banks, Head of Corporate Governance at FOI@secamb.nhs.uk

The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust's Data Protection Officer. We aim to complete internal reviews within **20 working days** of receipt.

If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commissioner's Office (ICO). The ICO generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the ICO's website:

www.ico.org.uk/foicomplaints

Alternatively, you may write to:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Yours sincerely,

Corporate Governance Team
South East Coast Ambulance Service NHS Foundation Trust

