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East Sussex  
BN7 2XW

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10th August 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/07/08.

You requested the following information:

**Please could you provide me with the answers to the questions below regarding the Trust's use of taxis.**

**Following clarification, you confirmed that you wished to have information on 999 and Patient Transport Services (PTS) use of taxis.**

**You requested the following information:**

**Who currently provides the Trust's taxi service?**

The Trust only uses Taxi's where following a phone assessment by a clinician, paramedic or nurse, determines an ambulance is not appropriate for the patient's condition, but the patient just needs transport to get hospital and they are unable to access or source their own transport for either logistical or social reasons. We have a duty of care to ensure a patient gets to hospital, but will make a balanced decision on whether a 999 ambulance or a taxi is the most appropriate resource.

Taxis are also used for undertaking PTS journeys during times of high demand on our own resources.

The taxi companies currently used by the Trust are Streamline Taxis, Car Line Private Hire, South West Cars and Woking Taxis and Woking Cars.

**– Please provide the annual spend on all taxi services for the financial years 2014/15, 2013/14 and 2012/13.**

Please see the table below which shows the Trust's expenditure on taxis broken down into A & E and PTS.

<b>Financial Year</b> £'000s	<b>A &amp; E (999)</b>	<b>PTS</b>	<b>Total</b>
2012/2013	0	144	144
2013/2014	0	284	284
2014/2015	2	212	214

**– If possible, please also provide a figure for how many times a taxi service was used to transport a patient to hospital in the above financial years.**

Please see the table below which shows the number of journeys to hospital arranged by our Emergency Operations Centres broken down into calendar years.

<b>Calendar Year</b>	<b>Number of taxi journeys arranged by EOC</b>
<b>2013</b>	7
<b>2014</b>	70
<b>2015 to 19/7/15</b>	70

Please see the table below which shows the number of planned Patient Transport Services journeys undertaken by taxis broken down into financial years together with the total number of PTS journeys made by SECamb each year and the number emergency responses made by SECamb during each financial year.

<b>Financial Year</b>	<b>Number of PTS journeys undertaken by taxis</b>	<b>Total number of PTS journeys</b>	<b>Total number of emergency responses</b>
<b>2012/2013</b>	3,266	463,238	610,905
<b>2013/2014</b>	8,764	522,747	648,807
<b>2014/2015</b>	5,754	496,557	688,581

I hope you find this information helpful.

If, for whatever reason you are unhappy with our response, you are entitled to pursue any dissatisfaction through South East Coast Ambulance NHS Foundation Trust's (SECamb) Internal Review Procedure at:

South East Coast Ambulance Service NHS Foundation Trust  
40-42 Friars Walk  
Lewes  
East Sussex  
BN7 2XW  
Email: [complaints@secamb.nhs.uk](mailto:complaints@secamb.nhs.uk)

Should you remain unhappy with the outcome of any such internal review , you may request a decision from the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

If I can be of further assistance to you, please do not hesitate to contact me, quoting the above reference number.

Yours sincerely

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