



40-42 Friars Walk
Lewes
East Sussex
BN7 2XW

Tel: 0300 123 0999

Email: foi@secamb.nhs.uk

12th May 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/04/18.

You requested the following information:

I would like to request the following information:

1. Who currently provides the Trust's taxi service?

South East Coast Ambulance Service NHS Foundation Trust predominantly uses taxis for non-emergency patient transport services journeys to hospitals and clinics. The taxi companies used are Woking's Cars, Carline Horley and Southwest Cars.

Taxis are not used for responding to 999 calls. However, we do make use of approved taxi companies to convey patients at times of peak demand where there is no medical need for an assessment at scene or ongoing clinical care when a patient is being transported to hospital.

These patients would have received a triage by a trained call handler and if the outcome of this assessment is for the patient to make their own way to a health care facility and for some reason they can't carry out that instruction but are able to travel in a car, the call would be referred to a Clinical Supervisor for assessment. The ambulance service has a duty of care to ensure patients are able to receive care even if there are social barriers to them getting help. The Clinical Supervisor would discuss with the patient what options are available to get to hospital and as a last resort a taxi would be booked if suitable to avoid an ambulance being used as a purpose of transport only.

The Trust also makes use of taxis where a GP or other health care professional has decided transport to hospital is required but on a non-medical transport only basis. Again in these circumstances very often the same social barriers exist that prevent the GP arranging alternative

methods. If the ambulance service wanted to use a taxi it would again be reviewed, by a Clinical Supervisor in the control or agreed with the GP or Health Care Professional.

The taxi companies used are Woking's Cars and Carline Horley.

2. What is the Trust's annual spend on all taxi services?

Please see the table below which shows the Trust's annual spend on taxi services.

Financial Year	Taxi service spend - non – emergency patient transport services	Taxi service spend – A & E
2015/2016	£396,000	£1,000

3. How many patients have been transferred to hospital by taxi in 2016?

With regards to non-emergency Patient Transport Service patients, 2,729 journeys were made by taxi to hospitals and clinics for the period from 1st January 2016 to 31st March 2016.

During the period from 1st January to 2nd May 2016, 47 journeys have been provided by taxi for A & E patients, and usually occur during periods of escalation or peak demand. This figure needs to be seen in the context of the total number of calls we receive which is approximately 800,000 per year.

4. What was the Trust's annual spend on taxis in 2010?

Taxis were not used in 2010.

5. How many patients were transferred to hospital by taxi in 2010?

Not applicable

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

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