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25th May 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/04/48.

You requested the following information:

**I have been asked to forward my request directly to you.**

**Relating to Sussex Partnership NHS Foundation Trust's current patient transport service:**

**1. How is this assessed? e.g. by phone, in person; in consultation with a doctor or other medical professional?**

Assessments are made by the Patient Transport Bureau. Information on this is available from the High Weald Lewes Havens Clinical Commissioning Group (HWLH CCG)

**2. What is the appeals process for those not deemed eligible for patient transport?**

Please contact HWLH CCG for this information.

**Contract details**

**3. Who currently provides your contract to supply your non-emergency patient transport services?**

We were the Patient Transport Service provider until 31<sup>st</sup> March 2016 and were contracted by HWLDH CCG to provide transport.

**4. When was the award made for the current supply of Patient Transport and when does it run until?**

Please contact HWLH CCG for this information

**5. What is the annual value of the contract?**

Please contact HWLH CCG for this information

**6. What is the annual number of journeys per month outsourced by your patient transport provider?**

Please contact HWLH CCG for this information.

**7. Who is the person(s) responsible for patient transport at the Trust?**

Associate Director of Operations.

**8. Please can you provide a breakdown of the number and mileage of non-emergency Patient Transport journeys carried out for each month from March 2015 to March 2016?**

Please see the attached spreadsheet which shows the journeys carried out for Sussex Partnership NHS Foundation Trust from April 2015 to March 2016 by month.

We do not hold details of the mileage under taken for Sussex Partnership NHS Foundation Trust. Our contract arrangement was to report at county level not by individual Trust. The only breakdown at Trust level was the number of transports per month.

**KPI and performance monitoring**

**1. What KPI or performance measures are currently in place for your service?**

Please contact HWLH CCG for this information.

**Could I please have a list of all measures, targets and penalties for underperformance?**

Please contact HWLH CCG for this information.

**2. Please state what other standards (e.g. punctuality, cleanliness, reporting) are written into the contract specification.**

Please contact HWLH CCG for this information.

**3. Is there a patients' user group involved in the overseeing of the patient transport contract? If not, do you have any mechanisms through which patient transport users are involved in the governance of patient transport?**

Please contact HWLH CCG for this information.

#### **4. What is your Patient transport policy?**

Please contact HWLH CCG for this information.

### **Complaints, Cancellations & Delays**

#### **5. How many complaints (e.g. driver behaviour, lateness, etc.) did you get relating to patient transport from March 2015 to March 2016?**

Please see the table below:

HCP concern	7
Informal complaint	7
Totals:	14

HCP concerns come from hospital staff, and informal complaints come through the Patient Experience Team

The subjects of the complaints are as follows-

	Transport arrangem ents	Staff conduct / attitude	Timeline ss - PTS	condition / comfort of vehicle	Total
SUSSEX PARTNERSH	6	4	3	1	14

#### **6. How many hospital appointments have been missed due to patient transport lateness from March 2015 to March 2016?**

We do not hold this information for Sussex Partnership NHS Foundation Trust. Our contract with HWLHCCG did not require us to report this figure.

#### **7. How many times from March 2015 to March 2016 was there a discharge delay due to patient transport issues?**

We do not hold this information for Sussex Partnership NHS Foundation Trust. Our contract arrangement was to report this information at county level not by individual Trust and the measure was all discharges against the agreed KPI's.

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