



South East Coast Ambulance Service NHS  
Foundation Trust  
Nexus House  
Gatwick Road  
Crawley  
RH10 9BG

Date 23<sup>rd</sup> April 2018

Email:

Email:foi@secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/06/36

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

**Please can you tell me for the years 2016, 2015 and 2014**

**+ How many times has a taxi, private hire vehicle or mini cab been sent in response to a 999 call?**

We do not currently use taxis to transport patients.

Please see table below which relates to when we did use taxi's to transport patients:

Year	Number
2014	68
2015	88
2016	122

**+ From these figures, can you also please provide a breakdown of what type of call a taxi was sent in response to e.g. red 1, red 2 etc**

Please see table below:

Call priority	2014	2015	2016
C120HCP	19	54	55
C240HCP	19	14	6
C30HCP	0	1	0
C60HCP	12	11	13
CATC30E	5	1	14
CATC30PT	0	0	1
CatC60Resp	10	6	23
R2	0	0	5
Routine	3	1	5

Taxis were only sent to patients with non-serious conditions and not requiring transport to A&E majors but needing to go to Minors.

Please note that some incidents are showing as a priority of Red 2, however operationally were graded much lower. This is due to the national reporting standards which prevent certain instances of downgrading calls, even if clinically appropriate and agreed by a clinician.

**+ Please can you provide a total for each year of the amount of money spent by the trust on taxis/mini cabs/private hire vehicles.**

Please see table below:

Year	Spend (£)
2014	3,463
2015	1,529
2016	3,091

The Trust provides urgent and emergency care to the population of Kent, Surrey and Sussex, this may result in the patient requiring transport to another healthcare provider and sometimes a patient can be transported by taxi if appropriate.

The higher than average cost of transporting patients via this method in 2014 was a result of a several journeys in excess of £50, these were journeys made during premium times or where the distance was longer.

We do not currently use taxis to transport patients.

**+ Please can you provide any additional information/statement as to your trust's policy on the use of taxis.**

Please be advised that we used to 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.

We do not currently use taxis to transport patients.

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, Information Governance Manager via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

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