

Ref. No: 011050422
From: Commercial
Date: 05/04/22
Subject: Trust services

REQUEST

Can you please confirm the name of the providers you have for the following services?

Please include journey numbers and mobilities for all patient journeys per annum, start date, end date of contracts, include if any extensions may be applicable and initial length of awarded contract.

Please also include all complaints/concerns for each provider, both formal, informal, DATIX, PALS, any SUI's and CQC reported incidents etc.

Non-Emergency Patient Transport Services (NEPTS)

Any Ambulance services not included in the above, including any specialist services

Mental Health Transport Services

Pathology Courier Services

Any other Courier Services

Patient Taxi services – (for Taxis booked by the Trust are the providers CQC registered?)

For all courier work, please confirm if you have regular GP runs, if yes how many individual runs, what services you supply the GPs, how many GPs are associated to them and the number of journeys per annum?

The time period is 12 months, either 1st January 2021 to 31st December 2021 or in line with your financial year, 1st April 2021 to 31st March 2022, if the financial year just finished is not possible, then the previous would be fine, 1st April 2020 to 31st March 2021 please.

RESPONSE

PALS enquiries 01/01/2021 to 31/12/2021

Key word search	2021
Taxi	3
Transport	17
Courier	0
Private Ambulance	0
Non-Emergency Patient Transport Services (NEPTS)	0

incidents from 01/03/2021 to 31/03/2022:

Key word search	21/22
Taxi	12
Transport	5
Courier	2
Private Ambulance	2
Non-Emergency Patient Transport Services (NEPTS)	0