

Ref: FOI/GS/ID 7355

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
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Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

28 September 2022

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to transport and courier services.

You asked:

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

- 1. Non-Emergency Patient Transport Services (NEPTS)*
- 2. Any Ambulance services not included in the above, including any specialist services*
- 3. Mental Health Transport Services*
- 4. Pathology Courier Services*
- 5. Any other Courier Services*
- 6. Patient Taxi services – (for Taxis booked by the Trust are the providers CQC registered?)*

Please include:

- a. Journey numbers and mobilities for all patient journeys per annum,*
- b. Start date of contracts,*
- c. End date of contracts,*
- d. Include if any extensions may be applicable and initial length of awarded contract.*
- e. Please also include all complaints/concerns for each provider, both formal, informal, DATIX, PALS, any SUI's and CQC reported incidents etc.*
- f. For all courier work, please confirm if you have regular GP runs,*
- g. If yes how many individual runs,*
- h. What services you supply the GPs,*
- i. How many GPs are associated to them*
- j. The number of journeys per annum?*

Trust response:

1. Non-Emergency Patient Transport Services (NEPTS)

a,b,c & d.

The contract for NEPTS sits with the Kent and Medway CCG please contact them directly for further information.

e. For the reporting period April 2021 – March 2022

The Trust reported 127 Datix incidents relating to patient transport (these predominately relate to G4S)

The Trust did not report any Serious Incidents in this reporting period

The Trust did not report any incidents to the CQC during this period

2. Not applicable

a. Not applicable

b. Not applicable

c. Not applicable

d. Not applicable

e. Not applicable

3. Please see the responses to Q1

4. Pathology Courier Services – GP runs

a. Not applicable, not patient journeys

b. I have been unable to source this information. Please let me know if you still require this and I will continue to chase.

c. I have been unable to source this information. Please let me know if you still require this and I will continue to chase

d. I have been unable to source this information. Please let me know if you still require this and I will continue to chase

e. None reported via PALs or Complaints

f. Yes

g. 14

h. Samples/Consumables/Post

i. 84

j. 42840

5. Any other Courier Services - no

6. Taxi services – Contract held for all taxi services including staff.

a. Unable to supply as information is not split between staff and patient services.

b. 20th August 2018

c. 31st July 2021

d. 2 years extension.

e. None reported via PALs or Complaints