



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 10 May 2022

Re: Freedom of Information Request
Ref: 120-2022

Thank you for your email dated the 22/04/2022, requesting information in relation to Transport services.

The information you require is as follows:

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

Non-Emergency Patient Transport Services (NEPTS)	Non-emergency ambulance provision is commissioned via the Clinical Commissioning Group, hence this information is not held. Arriva provided a shuttle bus service.
Any Ambulance services not included in the above, including any specialist services	
Mental Health Transport Services	Not applicable
Pathology Courier Services	<ol style="list-style-type: none">1. Blood bikes voluntary service for transporting pathology samples2. Wirral University Teaching Hospital pathology courier service
Any other Courier Services	General courier services are provided by Wirral University Teaching Hospital

Patient Taxi services – (for Taxis booked by the Trust are the providers CQC registered?)	For Wirral journeys, the Trust holds a contract with Argyle Taxis. For Liverpool journeys, the taxi provision is via Liverpool University Hospitals Foundation Trust.
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 Trust does not have any provision for GP runs and hence this information is not held

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.

Non-Emergency Patient Transport Services (NEPTS)	<p>Non-emergency ambulance provision is commissioned via the Clinical Commissioning Group, hence this information is not held.</p> <p>The shuttle service operates Monday to Friday within the hours of 07:15 to 18:50, this runs on a twenty minute interval.</p> <p>The contract commenced on the 29th June 2020 with an initial duration of 12 months, with an option to extend for a further 12 months on subsequent anniversary date of the contract. The current expiry date is the 29th June 2023.</p>
Any Ambulance services not included in the above, including any specialist services	
Mental Health Transport Services	Not applicable
Pathology Courier Services	<ol style="list-style-type: none"> 1. Blood bikes voluntary service for transporting pathology samples – no contract in place as voluntary service 2. Wirral University Teaching Hospital – a flat monthly rate is paid for this service

Any other Courier Services	General courier services are provided by Wirral University Teaching Hospital – a flat monthly rate is paid for this service
Patient Taxi services – (for Taxis booked by the Trust are the providers CQC registered?)	Argyle Taxis – This information is exempt under section 43 of the Freedom of Information Act as may prejudice commercial interests. LUHFT taxi provision contract – This information is exempt under section 43 of the Freedom of Information Act as may prejudice commercial interests.
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 Trust does not have any provision for GP runs and hence this information is not held

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

PALS	
Taxi	2
Enquiry transport available to patient	1
CCC Liverpool Shuttle Bus	1
Ambulance (NWS / WMS / Transport not specified)	2
CCC Transport (Prop Care/Taxi - not specified)	3
Total	9

Complaints	
Taxi	0
Enquiry transport available to patient	0
CCC Liverpool Shuttle Bus	0
Ambulance (NWS / WMS / Transport not specified)	0
CCC Transport (Prop Care/Taxi - not specified)	2
Total	2

Incidents	
Taxi	14
CCC Liverpool Shuttle Bus	1
Ambulance (NWS / WMS / Transport not specified)	35
CCC Transport (Prop Care/Taxi - not specified)	11

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>

Kind Regards,

The Information Governance Team
Contact Email: ccf-tr.foi@nhs.net