

Date: 23 October 2019

**Re: Freedom of Information Request**  
**Ref: 273 - 2019**

Thank you for your email dated the 26th September 2019, requesting information regarding transport dispatch systems & taxis.

The information that you require is as follows:

**I kindly ask you if you could please let me know what transport (non-emergency and emergency) dispatch system you use for transportation of patients from the hospital to their homes/homes to hospital.**

**Additionally, I would also like to know what the system is charging the trust, how many taxis does the trust pay for and how many people have access to this platform system.**

**The Trust uses West Midlands Ambulance service for Wirral & Cheshire patients and North West Ambulance service for emergency radiotherapy treatment. We are unable to supply a cost as this forms part of a Service Level Agreement between the Clinical Commissioning Group and the Ambulance services.**

**If a patient requires an out of hours taxi to return home i.e. after 6.30pm, our Trust has a contract with Argyll Taxi's.**

**The total cost for taxis during 2018/19, which includes the cost of the annual contract and billed journeys was £26,863.**

**The total number of taxi journeys during this period was 87. However, unfortunately it is not possible to break this number down into the number of people who accessed this service as this number could potentially include multiple journeys for 1 patient.**

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>