

Ref: FOIA Reference 2018/19-725

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 1st April 2019

Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 27th February 2019 requesting information under the Freedom of Information Act (2000) regarding Patient Transport.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.

1. Do you have dedicated team responsible for arranging patient transport when they leave your hospital? - Yes / No If NO please explain how patient transport is arranged If YES how many are in this team?

A1 At UHNM we have five members of staff responsible for arranging patient transport.

Q2 Do you provide a 7 day week service?

A2 No

Q3 Approximately how many bookings are made each year (if possible please split this into inpatient and outpatient visits)?

A3 Please see below:

- Bookings per year approximately = 16,770
- Inpatients = approximately 6,570
- Outpatients = approximately 7,900
- Other = 2,300

Q4 Who else is involved in the process – Please list each stakeholder for example Nurse, Bed Manager, Sisters/Matrons, Finance, CCG Finance, CCG Transport Provider, Own Transport Department, Other?

A4 Please see below;

- Clinical Staff
- Nurse, Midwives
- Bed Manager

- Sisters/Matrons
- Discharge Facilitator
- Nursing Assistant
- Healthcare Support workers (HCSW)
- Ward Clerks
- Appointment Clerks
- Finance
- CCG Finance

Further information may be available by contacting:

North Staffordshire Clinical Commissioning Group
Email: foi.northstaffordshireccg@lancashirecsu.nhs.uk

Stoke-on-Trent Clinical Commission Group
Email: foi.StokeonTrentCCG@lancashirecsu.nhs.uk

Q5 Do you have your own transport department who transport the patient to their destination? Yes / No

A5 No

Q6 What systems and applications do you use to capture and track the transport bookings?

A6 Cleric Booking System

Q7 Is this an off the shelf/package or in house developed system?

A7 Off the Shelf.

Q8 Do you have many disputed invoices with the CCGs for Patient Transport?

A8 No

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Leah Carlisle
Deputy Head of Quality, Safety & Compliance