

Reference Number: FOI/2019/099
From: Commercial
Date: 27 February 2019
Subject: Patient Transport

Q1 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 Yes

Q2 Do you provide a 7 day week service?

A2 No five days per week

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

A3 Inpatient discharges - approximately 250 per year
Outpatients and diagnostics - return ambulance is usually arranged by the referrer not LHCH

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 Discharge team
Hospital co-ordinator
Matron
Ward manager
Ward nursing teams
Finance
CCG Finance
Head of Operations

Q5 Do you have your own transport department who transport the patient to their destination? Yes / No 6. What systems and applications do you use to capture and track the transport bookings?

A5 We have in place our own privates ambulance from a 12 week period from late December to March

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

A6 Locally captured within the electronic patient record

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

A7 Developed in house

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

A8 No good relationships are in place