

Reference Number: FOI202223/007
From: Commercial
Date: 04 April 2022
Subject: Suppliers of, number of journeys and complaints relating to Non-Emergency Patient Transport Services, Ambulance services not included in the above, Pathology Courier Services
Any other Courier Services,
Patient Taxi services

Q1 Can you please confirm the name of the providers you have for the following services?
a. Non-Emergency Patient Transport Services (NEPTS)
b. Any Ambulance services not included in the above, including any specialist services
c. Mental Health Transport Services
d. Pathology Courier Services
e. Any other Courier Services
f. Patient Taxi services – (for Taxis booked by the Trust are the providers CQC registered?)

A1
a. Sparks Medical
b. None
c. Information not held - Liverpool Heart and Chest Hospital is a specialist adult cardiothoracic centre and does not provide mental health services
d. Information not held – pathology services for the Trust are provided by the Liverpool University Hospitals. Please contact them directly at FOIRequests@liverpoolft.nhs.uk
e. Our courier for letters is ERS Medical and for parcels is Fed Ex
f. Computer Cabs (Liverpool) LTD

Q2 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.
a. Non-Emergency Patient Transport Services (NEPTS)
b. Any Ambulance services not included in the above, including any specialist services
c. Mental Health Transport Services
d. Pathology Courier Services
e. Any other Courier Services
f. Patient Taxi services – (for Taxis booked by the Trust are the providers CQC registered?)

A2

| Question number | Start Date | End Date | Extension | Initial length of award of contract | Number of journeys |
|-----------------|----------------------------------|----------------|-----------|-------------------------------------|--------------------|
| a | October 2019 | September 2022 | 1 year | 1 Year | 3033 |
| b | Not applicable, as per A1b above | | | | |

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|---|--|----------------------------|----------------------------|----------------------------|---|
| c | Not applicable, as per A1c above | | | | |
| d | Information not held – pathology services for the Trust are provided by the Liverpool University Hospitals. Please contact them directly at FOIRequests@liverpoolft.nhs.uk | | | | |
| e | Information not held - Procurement do not hold details of any contracts with FedEx (ad hoc) and ERS and these are both rolling contracts. | | | | Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data. |
| f | July 2005 | This is a rolling contract | This is a rolling contract | This is a rolling contract | 1424 taxis, and not registered with CQC |

Q3 Please also include all complaints/concerns for each provider, both formal, informal, DATIX, PALS, any SUI's and CQC reported incidents etc.

- Non-Emergency Patient Transport Services (NEPTS)
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- Pathology Courier Services
- Any other Courier Services
- Patient Taxi services – (for Taxis booked by the Trust are the providers CQC registered?)

A3 From April 2021 – March 2020

- Based on a search relating to ambulance transport, there were 45 records. We are unable to provide a breakdown based on supplier, as our incident reporting system does not capture this information.
- 1 formal complaint- concerned raised about NWAS - delay in ambulance being available for a 999 call. Not related to LHCH care.
- Zero
- Zero
- Zero
- zero

Q4 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?
- the number of journeys per annum?

A4 Information not held – No regular GP runs included within courier work