

**Reference Number:** FOI/2019/421  
**From:** Other  
**Date:** 22 October 2019  
**Subject:** Management of Patient Transport Processes

**Q1** What is the average call duration for arranging transport?

**A1** Information not held

**Q2** How many patients fail to cancel their transport when they choose not to attend their appointment?

**A2** Information not held

**Q3** If a patient decides to cancel an appointment, reschedule or discharged themselves while they have arranged transportation.

- a. How is this information transferred back to the transportation company?
- b. If the patient fails to contact the transport provider, what is the financial consequence for every patient?
- c. On the average, how many patients fail to cancel their journeys when they choose not to attend appointments every month or yearly?

**A3** Information not held for appointments and reschedules; as a specialist tertiary hospital it is the responsibility of the patient or the referring organisation to arrange transport to the hospital. If however a patient contacts the hospital about the cancelling or rescheduling their appointment they are advised to contact the transportation company.

Early discharges:

- a. Information not held in recorded format however we can advise that the hospital will cancel the outbound transportation in such cases
- b. Information not held – no direct cost to the hospital
- c. Information not held

**Q4** Does the transport provider have a rough estimate of the number of patients that requires transportation?

**A4** Information not held by the Trust and no legal obligation under FOI Act to provide estimated data.

**Q5** In some trust, a patient need for transport is captured within their EPR system, is that the case within your Trusts? If this is not the case, does your EPR system have they capability to do so?

**A5** Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2019 Disclosure Log,

please see FOI Request Ref: 099:

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

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- Q6 When do the patients who require transportation become known to the provider? Is after their appointment is booked or beforehand?
- A6 Beforehand – it is the referring organisations responsibility to arrange inbound transport
- Q7 How many hospital appointments have been missed due to patient transport lateness (other than due to severe weather conditions affecting the patient transport service) in each year since 2015?
- A7 Information not held