

FOI_0703_2022-23 – FOI Request Concerning – Patient Journey

1. Can you please confirm the name of the providers you have for the following services?

Provider names in questions below, please refer below.

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

2. Non-Emergency Patient Transport Services (NEPTS):

2018 – 2 Service Concern NEPTS not booked for patient appointment
1 Service Concern NEPTS poor communication in relation to transport

2019 – 1 Complaint NEPTS patient left unattended when dropped off
1 Complaint NEPTS arrived for patient appointment – not needed
1 Complaint NEPTS did not arrive in time for patient to attend appointment

2021 – 1 Service concern NEPTS arrived for patient appointment, not needed

3. Any Ambulance services not included in the above, including any specialist services:

None

4. Mental Health Transport Services:

Secure Care, UK

5. Pathology Courier Services:

Two providers:

Southampton General Hospital (UHS) and City Sprint for Southampton

City Sprint for Portsmouth

6. Any other Courier Services:

One provider: City Sprint

7. Patient Taxi services – (for Taxis booked by the Trust are the providers CQC registered?)

We are not commissioned to provide Non-Emergency Patient Transport Service

2022 – 1 Service concern patient not helped in and out of taxi when attending appointments.

8. 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 and the number of journeys per annum?

The courier service includes regular GP runs provided by City Sprint.

No: of individual runs = 19

Services supplied = Delivery/collection of mail Collection of Pathology samples

No: of GP's associated = 181

No: of journeys per annum = 24,029

DX Network Services Ltd (courier service), provides a Tracked Specimen Service between the Isle of Wight and Portsmouth Hospital Trust Pathology Lab. It's a 5-day service, and contracted deliveries for 20/21 were 225. For 21/22 there were 245.