

Our Ref: ID 1540

NHS Wirral Clinical Commissioning Group
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Re: Freedom of Information Request – Patient Transport

Thank you for your request for information made under the Freedom of Information Act 2000, which was received into this office on 21st October 2019.

You Asked for:

1. What is the average call duration for arranging transport?
2. How many patients fail to cancel their transport when they choose not to attend their appointment?
3. 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?
4. Does the transport provider have a rough estimate of the number of patients that requires transportation?
5. In some trusts, a patient's need for transport is captured within their EPR system. Is that the case within your Trust? If this is not the case, does your EPR system have the capability to do so?
6. When do the patients who require transportation become known to the provider? Is it after their appointment is booked or beforehand?
7. 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?

Our Response:

1. The average call duration is consistently 60 seconds meeting the key performance standard.
2. Please see below for the number of aborted journeys (when a journey is not cancelled/cancelled within an hour of journey time) between April - September 2019:

Wirral	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Total	167	164	149	187	186	174

3. Please see the answers below:
 - a. This information is transferred back via the Call Centre and then it is electronically recorded in their Cleric Patient Administration System (PAS).
 - b. There will be no financial consequence for individual patients. Any aborted journeys are chargeable to NHS Wirral Clinical Commissioning Group (CCG).
 - c. Please see the response to question 2.
4. The provider has a very precise activity projection based on recent years of demand. The projection allows for a variety of types of transport over three contract segments.

2016/17	14709 *
2017/18	17071
2018/19	17812

* This figure is lower due to West Midlands Ambulance Service (WMAS) commencing delivery of the non-emergency Patient Transport Services Cheshire contract on 01/07/2016.

5. In relation to hospital trusts, I would recommend for you to contact Wirral University Teaching Hospital (WUTH) NHS Foundation Trust direct. I have included their contact details below for your information.

WUTH Email address: wih-tr.AccessToInformationOffice@nhs.net

The Wirral provider is commissioned by the CCG and records and maintains a database of all eligible patients. Patient eligibility is re-assessed every 3 to 6 months.

6. Patients can phone or go online to confirm their eligibility for free NHS Patient Transport Service (PTS). Their clinical requirements; appropriate transport and support allocation are recorded and retained in Cleric Patient Administration System (PAS). The PTS Provider is made aware of the transport request after an appointment is made with the clinic. Transport is then confirmed (by text if possible). Patients then will re-contact the PTS provider to book when they are ready to return home after their appointment.
7. Since 2015, apart from exceptional circumstances, no hospital appointments have been missed due to patient transport lateness. Late arrivals for appointments are recorded against key performance indicators (KPIs) which are currently being met.

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

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