

**Freedom of Information Request**

**Ref: 22-175**

5 May 2022

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we hold some of the information you are requesting

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

**Non-Emergency Patient Transport Services (NEPTS)**

NEPTS is commissioned by Clinical Commissioning Groups, rather than University Hospitals Bristol and Weston NHS Foundation Trust, and therefore there is a diverse range of providers and services relating to patients attending our sites. University Hospitals Bristol and Weston NHS Foundation Trust does not procure or manage these contracts. Contract activity, and details of complaints/concerns should be requested from the appropriate commissioning managers. (In the financial year 21/22 there were at least 172 University Hospitals Bristol and Weston NHS Foundation Trust Datix reports relating to eZec, the NEPTS commissioned provider for Bristol, North Somerset & South Gloucestershire CCG, and Somerset CCG).

**Any Ambulance services not included in the above, including any specialist services**

University Hospitals Bristol and Weston NHS Foundation Trust has a no-guaranteed-activity contract in place with Bristol Ambulance EMS, to ensure appropriate governance is in place for any journeys required which are outside the scope or capacity of the CCG-commissioned providers. This contract has been in place since 2020 and runs for five years with an option for a two-year extension. In the financial year 2021/22 10,089 journeys were conducted under this contract. In that period there were 7 University Hospitals Bristol and Weston NHS Foundation Trust Datix reports relating to Bristol Ambulance, and no SUIs or CQC-reported incidents.

### **Mental Health Transport Services**

University Hospitals Bristol and Weston NHS Foundation Trust is not a mental health trust, please contact Avon and Wiltshire Mental Health Partnership: <https://www.awp.nhs.uk/> for this information.

### **Pathology Courier Services**

Regular Courier services in Bristol are provided to the GP practices by University Hospitals Bristol and Weston NHS Foundation Trust and is dependent on the requirements of the GP and the commissioning body.

### **Any other Courier Services**

The Trust uses other courier services for same day ad hoc transport but currently this is booked by the local department in the Trust and the Trust does not have a formal contract in place for this.

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

The Trust do book patient transport journeys by Taxi and the current contract does not state that the provider needs to be CQC registered. There is a rolling contract in place at Bristol with VEEZU and in Weston with Apple cars.

### **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?**

There are five GP runs in Bristol. Regular Courier services for GP practices in Weston is outsourced to a company called City Sprint and there are three vehicles dedicated to this. An example of items carried for GP practices in Bristol and Weston are:

- UN3373 pathology samples
- internal mail
- medical records
- Pharmacy items.

Each GP practice has a minimum of one scheduled delivery/collection Monday to Friday 52 weeks a year.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust

Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**