

Information Governance

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Littlemore Mental Health Centre
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Littlemore
Oxford
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25 March 2019
Reference no.18190448

Dear

Request for Information: Freedom of Information Act

Thank you for your email of 27th February making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

Request:

1.Do you have dedicated team responsible for arranging patient transport when they leave your hospital? - Yes / No

If NO please explain how patient transport is arranged

If YES how many are in this team?

2.Do you provide a 7 day week service?

3.Approximately how many bookings are made each year (if possible please split this into inpatient and outpatient visits)?

4. Who else is involved in the process – Please list each stakeholder for example Nurse, Bed Manager, Sisters/Matrons, Finance, CCG Finance, CCG Transport Provider, Own Transport Department, Other?

5. Do you have your own transport department who transport the patient to their destination?
Yes / No

6.What systems and applications do you use to capture and track the transport bookings?

7. Is this an off the shelf/package or in house developed system?

8.Do you have many disputed invoices with the CCGs for Patient Transport

I would like the above information to be provided to me as an electronic copy, If this request is too wide or unclear, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters.

Response:

1. No. The Trust use an external provider
2. Mon-Sun
3. 7000, no split is available.
4. Clinicians, Patients, Transport provider, Taxi firm, Contracts, Finance
5. No.
6. Nothing internal.
7. We do not have one.
8. No information held.

If you are concerned with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance

