

Freedom of Information Request

Reference Number: [EPUT.FOI.19.1063](#)
Date Received: [Legal Team](#)

Information Requested:

Who is the current transport provider or providers? [E-zec Medical Transport Services Ltd](#)

What is the annual spend on this service? [The spend is between £480,000 - £550,000](#)

When does the current contract expire? [31st March 2020](#)

How many formal and informal complaints have been made in the last 12 months? [67 informal incidents/complaints have been raised.](#)

What where the KPI figures for the last 12 months of the service?

Patients will arrive no later than 30 minutes after appointment time and no earlier than 1 hour prior to their appointment time.	90%
Patients in a 10 mile radius to spend no longer than 90 minutes on vehicle	95%
Patients in a 11-35 mile radius to spend no longer than 120 minutes on vehicle	95%
Patients in a 35-50 mile radius to spend no longer than 150 minutes on vehicle	95%
Patients to be collected within 90 minutes of requested return/discharge	75%
Patients to be collected within 180 minutes of requested return/discharge	95%
Patients to be collected within 90 minutes of 'on the day' Discharge	85%
Patients to be collected within 180 minutes of 'on the day' Discharge	95%

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link <https://eput.nhs.uk>