

Freedom of Information Request

Reference Number: EPUT.FOI.20.1482
Date Received: 05 March 2020

Information Requested:

I would like to request the following information, all in relation to non-emergency patient transport services within all healthcare settings in your CCG area whether they have been commissioned by the CCG or via the Trust directly.

All patient transport services information regarding Mid and South Essex Mental Health and West Community is held by the local CCGs. The Trust does not hold this information as we do not commission the transport.

The Trust is able to provide the following information in relation North East and West Essex Mental Health services only.

1. What is the journey volume by mobility from July 2019 to January 2020?

Mobility	Jul 2019	Aug 2019	Sept 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020
Car Walker	884	523	561	581	548	374	566
Ambulance Walker	7	6	6	5	7	2	9
In own Chair 1 Crew	32	14	20	32	29	10	52
In Own Chair 2 Crew	2	1	0	0	0	0	0
1 Person Chair	13	20	11	29	23	16	12
2 Person Chair	2	2	0	2	0	2	1
Stretcher	3	0	0	2	0	0	1
Bariatric Stretcher	0	0	0	0	0	0	0
Incubator Stretcher	0	0	0	0	0	0	0
Large/Bariatric Chair	1	1	0	0	2	0	0
HDU	0	0	0	0	0	0	0

*Caged ambulance for secure services

2. What was the performance for the timeliness KPIs within the contract by months from July 2019 to January 2020? Please provide descriptions for those KPIs with the target. This should include:
 - a. Inbound performance – Outpatients
 - b. Outbound performance – Outpatients
 - c. Outbound performance - discharges and transfers
 - d. Renal performance – inbound
 - e. Renal performance – outbound

KPI	Target	Jul 2019	Aug 2019	Sept 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020
Patients will arrive	90%	95.1	88.6	93.6	90.9	91.2	89.5	92.9

no later than 30 minutes after appointment time and no earlier than 1 hour prior to their appointment time.		%	%	%	%	%	%	%
Patients in a 10 mile radius to spend no longer than 90 minutes on vehicle	95%	96.4 %	95.5 %	96.6 %	96.9 %	96.9 %	98.6 %	99.7 %
Patients in a 11-35 mile radius to spend no longer than 120 minutes on vehicle	95%	99.2 %	99.3 %	99.2 %	100%	97.4 %	98.5 %	97.8 %
Patients in a 35-50 mile radius to spend no longer than 150 minutes on vehicle	95%	100%	100%	100%	96.7 %	100%	100%	100%
Patients to be collected within 90 minutes of requested return/discharge	75%	99%	100%	99.2 %	98.6 %	98.8 %	100%	99.1 %
Patients to be collected within 180 minutes of requested return/discharge	95%	100%	100%	99.6 %	99.6 %	100%	100%	100%
Patients to be collected within 90 minutes of 'on the day' Discharge	85%	100%	100%	100%	100%	100%	100%	100%
Patients to be collected within 180 minutes of 'on the day' Discharge	95%	100%	100%	100%	100%	100%	100%	100%

*Secure services timings are given for the appointment and travel times and lateness must not occur especially for court appearances and this can be anywhere in the country so could be a longer travel time.

3. How many aborted journeys were reported from July 2019 to January 2020 as a percentage of the total volume?

Aborts	Jul 2019	Aug 2019	Sept 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020
Aborts % of Journeys	10%	16%	13%	7%	7%	9%	13%

*None for secure services

4. How many outpatient appointments were missed as a result of late transport as a percentage of the total volume between July 2019 and January 2020.
The Trust does not routinely record this information. However staff are encouraged to raise a Datix incident report for patient transport issues so it can be monitored. Datix incident records confirm there were 14 incidents of missed appointments between July 2019 and January 2020.

None for secure services.

5. How many patient complaints have been received from July 2019 to January 2020?
0

6. How many service to service issues have been raised between July 2019 and January 2020?
27.

For secure services this information is not recorded but discussions on the telephone re-nonattendance occurs infrequently.

7. How many failed discharges / extra bed days were incurred as a result of failed transport between July 2019 and January 2020?
The Trust does not routinely record this information. However patient transport is generally used to facilitate patient discharges. Where possible discharged patients are encouraged to use friends or family, public transport or travel warrants to travel home following discharge.

N/A for secure services.

*Please note that the Trust does not arrange any transport under normal circumstances for the South East Essex Community locality. This is arranged by the GPs and the hospital.

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>