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10 November 2014

Ref: FOI 5585 GLO 11M

Request under the Freedom of Information Act 2000

Thank you for your request for information received on 24 October 2014, relating to hospital patient transport.

I am pleased to confirm that Gloucestershire CCG does hold the following information:

- 1) **Is this service provided "in-house" by the Hospital/Trust; by a regional NHS ambulance service or by an independent contractor?**
- 2) **If not by the Hospital/Trust then the name of the provider.**
- 3) **What is the total annual cost/Contract Value to your organisation?**
- 4) **What is the renewal date of any agreement?**
- 5) **What was the Contract spend in the last full financial year?**
- 6) **What is the Contracted/annual mileage by type of vehicle; Ambulance, Wheelchair Accessible Vehicle Car?**
- 7) **What is the Contract activity by patient mobility code?**
- 8) **What are the Service Levels - Timeliness KPI definitions for Inbound performance and reported achievement over the last 12 month?**
- 9) **What are the Service Levels - Timeliness KPI definitions for Outbound performance and reported achievement over the last 12 month?**
- 10) **What is the Number of Aborted Journeys per annum?**
- 11) **What is the Number of complaints received per month, or per annum?**

12) What is the total carbon footprint of the patient transport fleet over the last 12 months?

Please see the attached document.

You are advised that this information is provided in accordance with the Freedom of Information Act 2000 and is for your personal use. Any re-use of this information will be subject to the Re-Use of Public Sector Information Regulations (1 July 2005) and authorisation from the CCG will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

If you are not satisfied with the way in which we have dealt with your request for information, then in accordance with the Act you may ask us to conduct a review of our decision. In which case you should contact me at the above address.

If you remain unhappy with the decision after review you should contact:-

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

Yours sincerely



Alan Bonfield
Head of IG & FoI
Central Southern CSU
On behalf of Gloucestershire Clinical Commissioning Group