

HOSPITAL PATIENT TRANSPORT (NON EMERGENCY)

FOI REQUEST – Gloucestershire Clinical Commissioning Group

Please note that the Gloucestershire Clinical Commissioning Group contract with Arriva Transport Solutions Ltd. (ATSL) started on 1st December 2013 so neither 12 full months from contract start date or one full financial year of data/information is available. The basis on which the information has been provided is made clear under each individual response.

1.	Is this service provided “in-house” by the Hospital/Trust; by a regional NHS ambulance service or by an independent contractor?	Independent contractor from 1 st December 2013
2.	If not by the Hospital/Trust then the name of the provider.	Arriva Transport Solutions Ltd.
3.	What is the total annual cost/contract value to your organisation?	Contract value £3,194,654
4.	What is the renewal date of any agreement?	1 st December 2018
5.	What was the contract spend in the last full financial year?	Contract Spend 2013/14 (December 2013 to end March 2014) Block £993.2k + Marginal Rate £125.0k = Total £1,118.2k

6.	What is the contracted/annual mileage by type of vehicle: <ul style="list-style-type: none"> • Ambulance • Wheelchair Accessible Vehicle • Car 	Actual January 2014 to end October 2014. Miles driven with patients on board									
		Ambulance					Car (including Wheelchair Accessible Vehicle)				
		448,614 miles					693,860 miles				
7.	What is the contract activity by patient mobility code?	Weekly activity (See * below for descriptions of mobility categories)									
		C1		C2		W1		W2		STR	
		1202		640		81		225		125	
8.	What are the Service Levels – Timeliness KPI definitions for inbound performance and reported achievement over the last 12 months?	Arrival within 45 minutes before, to 15 minutes after, booked arrival time – Target 95%									
		Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
		68.14%	71.27%	74.38%	77.22%	78.60%	82.10%	85.13%	82.30%	83.35%	85.26%
9.	What are the Service Levels – Timeliness KPI definitions for outbound performance and reported achievement over the last 12 months?	Where booked <u>prior to the day</u> of travel, patients not to wait more than 60 minutes for their (outbound) journey – Target 85%									
		Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
		61.66%	66.93%	73.62%	78.63%	81.57%	79.03%	82.83%	82.03%	84.75%	83.68%
9.	What are the Service Levels – Timeliness KPI definitions for outbound performance and reported achievement over the last 12 months?	Where booked <u>on the day of travel</u> , patients not to wait more than 4 hours for their (outbound) journey (within two hours for end of life patients) – Target 85%									
		Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
		88.69%	87.75%	84.88%	86.52%	86.72%	79.07%	82.67%	84.42%	87.13%	86.65%
10.	What is the number of aborted journeys per annum?	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
		1293	964	1054	761	690	766	714	674	611	590

11.	What is the number of complaints received per month, or per annum?	Complaints received by ATSL December 2013 to end September 2014– please note that not all complaints are upheld									
		Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
		35	41	30	32	28	30	23	21	8	13
12.	What is the total carbon footprint of the patient transport fleet over the last 12 months?	This information is not held by GCCG									

***Mobility definitions**

- C1** able to walk unaccompanied or with assistance of one person. Generally suitable for travel by taxi or car
- C2** able to walk but with assistance of two people; or requires a wheelchair to be provided for transport purposes. Generally will travel by ambulance
- W1** wheelchair user who is generally suitable for travel in a wheelchair-adapted car
- W2** wheelchair user who is generally suitable for travel by ambulance; requires assistance of two people
- STR** only able to travel on a stretcher. Ambulance patient