

Information Governance Department

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Ref: FOI2014/2344
Date Received: 19th November 2014
Response Due: 17th December 2014

XXXXXXXXXX 2014

Dear ,

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the Freedom of Information Act.

You asked:

1) Is this service provided "in-house" by the Hospital/ Trust; by a regional NHS ambulance service or by an independent contractor?

Mixture of both regional and independently appointed contractors

2) If not by the Hospital/ trust then the name of the provider.

- Arriva - via a regional agreement by the CCG
- EMRS

3) What is the total annual cost/ contract value to your organisation?

£350k

4) What is the renewal date of any agreement

March 2015

5) What was the contract spend in the last full financial year

£350K

6) What is the contracted annual mileage by type of vehicle; ambulance, wheelchair accessible vehicle,

There is not a set contracted mileage. The service is completely reactionary based around the patient mix and location and destination

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7) What is the contract activity by patient mobility code

As question 7)

8) What are the service levels – timeliness KPI definitions for inbound performance and reported achievement over the last 12 months

There are no KPI's in the current agreement – these are being built into the service specification for the contract to be tendered post March 2015.

9) What are the service levels – Timeliness KPI definitions for outbound performance and reported achievement over the last 12 months?

As question 8)

10) What is the number of aborted journeys per annum

This information is not held, however the number of aborted journeys is minimal

11) What is the number of complaints received per month or per annum

None have been received regarding the services provided.

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

This information isn't collated and is not available

I hope you find this information useful, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 256335. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Andrew Foster
Chief Executive

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If you are unhappy 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: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the

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

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