

Ref FOI17 380  
Date 13 November 2017

Dear Sir/Madam

**Request for information under the Freedom of Information Act 2000**

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Please find below/attached the Isle of Wight NHS Trust's response to your request.

**This is an open government request under the Freedom of Information Act 2000 with regards to the Non-emergency Patient Transport services provided at your NHS hospital trust. Please can you provide relevant information in response to the following questions:**

**1. What is the name of your Trust?**

Response - Isle of Wight NHS Trust

**2. How many renal journeys are made each year?**

Response - Renal Journeys by Hospital Car Service approximately 1400 (based on Oct 2016 to Sept 2017)

**3. Who is responsible to letting your NEPTS Contract?**

CCG

The Trust

**The Trust on behalf of the Clinical Commissioning Group (CCG)**

Other (please specify)

**4. Who provides your NEPTS? (If you have multiple providers, please list them all)**

Response - Isle of Wight Ambulance Service which is part of the Isle of Wight NHS Trust

**5. What are the KPIs for monitoring your NEPTS contract?**

Response – The information is not held by the Isle of Wight NHS Trust. You will need to redirect this query to the Isle of Wight CCG. Their email address is [foiccg@iow.nhs.uk](mailto:foiccg@iow.nhs.uk)

**6. What is your average KPI score for your NEPTS contract in the last 12 months for INBOUND journeys?**

**100%**

**95% - 99%**

**91% - 95%**

**86% - 90%**

**81% - 85%**

**76% - 80%**

**70% - 75%**

**Lower than 70%**

Response – The information is not held by the Isle of Wight NHS Trust. You will need to redirect this query to the Isle of Wight CCG. Their email address is [foiccg@iow.nhs.uk](mailto:foiccg@iow.nhs.uk) .

**7. What is your average KPI score for your NEPTS contract in the last 12 months for OUTBOUND journeys?**

**100%**

**95% - 99%**

**91% - 95%**

**86% - 90%**

**81% - 85%**

**76% - 80%**

**70% - 75%**

**Lower than 70%**

Response – The information is not held by the Isle of Wight NHS Trust. You will need to redirect this query to the Isle of Wight CCG. Their email address is [foiccg@iow.nhs.uk](mailto:foiccg@iow.nhs.uk) .

**8. What is your 'Friends and Family Score' for NEPTS**

**100%**

Response - 100%

**96% - 99%**

**90% - 95%**

**86% - 90%**

**81% - 85%**

**76% - 80%**

**70% - 75%**

**Below 70%**

**9. How many outpatient appointments do you have each year?**

Response - Approximately 3350

**10. How much does it cost per annum to run your NEPTS contract?**

Response - The Isle of Wight Ambulance Service, as part of the Isle of Wight NHS Trust is commissioned to operate the Patient Transport Service (PTS). The Trust is paid as a block payment to carry out normal PTS duties.

The cost of the Patient Transport Service is £699,848. This is the income the Trust receives from the Clinical Commissioning Group for this service.

However unlike many other PTS services it also has a duty to carry out unplanned transfers and discharges from A&E centres, walk in centres, urgent care centres, medical assessment units or other locations where a return journey is required following admission by A&E or other means. This latter work forms a substantial part of its patient journeys and so to ensure efficiency of service for its patients and to ensure cost effectiveness these journeys are integrated where possible. As these individual journeys are not costed there is no database readily available to provide cost of standard PTS aspect of its work.

**11. How many journeys per annum does your NEPTS undertake?**

Response - Approximately 8900

**12. How many formal complaints have you had in the last 12 months about your NEPTS?**

Response – 1

**13. Is there a geographic boundary to where your NEPTS will collect or deliver your patients?**

Response - No, although we have never been asked to carry out work outside of mainland UK and the Isle of Wight

**Yes (please specify)**

**14. Who carries out your patient assessment for patients to access to NEPTS?**

Trust run patient helpdesk

NEPTS run helpdesk

Third Party Helpdesk

**Other (please specify)** Response - The clinician requesting must confirm eligibility for transport, in line with NHS guidelines.

**15. Do you use the Standard NHS Criteria for access to NEPTS?**

Response - Yes

**No (please specify what has been added or removed)**

**16. When booking journeys, do you allow patients to make the following requests? (please tick as many responses as relevant)**

Response - Bookings are made by clinicians not patients

**Car Only (as opposed to an ambulance)**

**Front Seat Only**

**High or Low Car**

**Sole Passenger**

**Are there any other requests that you allow patients to make at the time of booking? (please specify)** Response - Travel with Escort.

**17. How far ahead of a NEPTS pick up do patients have to be ready?**

**5 minutes**  
**10 minutes**  
**15 minutes**  
**20 minutes**  
Response - 30 minutes  
**45 minutes**  
**60 minutes**  
**Other (please specify)**

**18. What is the standard time for your NEPTS to collect patients from home ahead of their appointments?**

**0 - 30 minutes**  
Response - 31 - 60 minutes  
**61 - 90 minutes**  
**91 - 120 minutes**  
**Greater than 2 hours**  
**Other (please specify)**

**19. Does your NEPTS provider contact your patients in advance to advise them of their estimated time that they will collect them on inbound journeys?**

Response - Yes  
**No**  
**Other (please specify)**

**20. How far in advance should your patients be arriving at hospital ahead of their appointments?**

**0 - 30 minutes**  
Response - 31 - 60 minutes  
**61 - 90 minutes**  
**91 - 120 minutes**  
**Greater than 2 hours**  
**Other (please specify)**

**21. For a patient journey that starts at the hospital and takes the patient home, when do you start measuring how long a patient should wait?**

Response - From the time the call is logged with PTS, even if the patient is still in a ward or department  
**From the time the patient arrives in the discharge lounge / waiting area**  
**Other (please specify)**

**22. Who manages the arrivals and discharge lounge?**

**PTS manage arrivals and departures**  
Response - The Trust manage arrivals and departures (there is no arrivals lounge).  
**Other (please specify)**

**23. What level of nursing cover is provided in the departure lounge?**

**Nurse is located in the departure lounge during core hours**

**Nurse attends to support specific patients**

**Nurse is available on call**

**Other (please specify)** Response - 2 Nursing auxiliary's.

**24. Who moves patients to the wards from the arrivals lounge?**

**PTS Staff**

**Portering Staff**

**Combination of Portering or PTS Staff**

**Other Trust Staff (please specify)** Response - There is no arrivals lounge. PTS staff escort the patient to the receptionist and they are expected to book the patient into the ward or appointment.

**25. Who moves the patients from wards and departments to the departure lounge?**

**PTS Staff**

**Portering Staff**

**Combination of Portering and PTS Staff**

**Other Trust Staff (please specify)** Response - The hospital has a small discharge lounge, but the majority of patients are collected directly from the wards or departments by PTS crews

**26. How many renal units do you have?**

**0**

Response - 1-2

**3-4**

**5-6**

**Other (please specify)**

**27. Do you offer transport to renal patients as standard?**

Response - No

**Yes (please specify if this is by either car or ambulance)**

**28. How many renal journeys has your NEPTS undertaken for the Trust in the last 12 months?**

Response - Approximately 300 journeys (2 patients 3x per week) these being the patients that require lifting and or stretchers

**29. Does your NEPTS provide a dedicated service for renal (where the drivers are dedicated to the renal unit)**

**No**

**Yes**

**Other (please specify)** Response - NEPTS provide transport for renal patients that, meet the standard NHS access criteria but do not provide a dedicated renal service, volunteer car service

and a private provider also work for renal. Further information would need to be requested from the Isle of Wight CCG. Their email address is foiccg@iow.nhs.uk

**30. Do the renal units have a dedicated Transport Liaison person?**

**Yes**

Response - No

**31. Do renal patients have the opportunity to manager their own transport needs?**

Response – as per question 29

**No**

**Yes (please specify how this works)**

**32. Has there been any innovative changes to the delivery of the NEPTS service you have introduced?**

**No**

**Yes (please specify)** Response – Key Performance Indicators will shortly be introduced.

**33. Has there been any innovative changes in respect of the application of IT for the NEPTS service? (such as online booking and management)**

**No**

**Yes (please specify)** Response - All requests are electronically booked by the requesting ward/department on a web based system used island wide, these bookings directly populate the dispatch system, once reviewed and accepted.

**34. If you could change one thing about your NEPTS, what would it be?**

Response – Please note that under the Freedom of Information Act, the Trust is only required to provide recorded information held and this does not extend to the creation of new information. This question therefore falls outside of the scope of the Act.

The Isle of Wight NHS Trust came into existence on 1 April 2012 and does not hold information prior to this date. If you require information prior to this date, please contact the Department of Health.

Please note that this response does not constitute consent for direct marketing.

The Isle of Wight NHS Trust serves a resident population of 140,000 with a substantial influx of tourists during the summer months. The Trust provides acute, ambulance, community, maternity, mental health services on the Isle of Wight. As the only fully integrated service provider in England with this unique range of services comparisons with other service providers are not always straightforward.

A log of this request will be held on a database by the Trust. All hard copy correspondence relating to this request will be held for one year from the date of this letter, before being confidentially destroyed. A copy of this response will be published on the Trust website.

If you are unhappy about the response you have received, you should write and request the Trust to undertake an internal review of your application. A senior member of staff, not previously involved with your request for information, will undertake this review. If you remain dissatisfied with the response received you may complain to the Information Commissioner at the following address:

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Please do not hesitate to contact this office if you have any further questions.

Yours faithfully

**Freedom of Information Team**