



Liverpool

Clinical Commissioning Group

Corporate Services

NHS Liverpool Clinical Commissioning Group

The Department

Lewis's Building

Renshaw Street

Liverpool

L1 2SA

Ref: 63089

22nd October 2019

Email:

Email: foi@liverpoolccg.nhs.uk

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 22nd October 2019, with regards to patient transport.

Request:

1. What is the average call duration for arranging transport?
2. How many patients fail to cancel their transport when they choose not to attend their appointment?
3. If a patient decides to cancel an appointment, reschedule or discharged themselves while they have arranged transportation.
 - a) How is this information transferred back to the transportation company?
 - b) If the patient fails to contact the transport provider, what is the financial consequence for every patient?
 - c) On the average, how many patients fail to cancel their journeys when they choose not to attend appointments every month or yearly?
4. Does the transport provider have a rough estimate of the number of patients that requires transportation?
5. In some trust, a patient need for transport is captured within their EPR system, is that the case within your Trusts? If this is not the case, does your EPR system have they capability to do so?
6. When do the patients who require transportation become known to the provider? Is after their appointment is booked or beforehand?
7. How many hospital appointments have been missed due to patient transport lateness (other than due to severe weather conditions affecting the patient transport service) in each year since 2015?

Response: We are unable to provide you with the information you have requested under section 1 (1)(a) of the FOI Act. This is because Liverpool Clinical Commissioning Group does not hold the information you have requested.

We would suggest you redirect your freedom of information request to North West Ambulance Service Trust and our Providers.

- **North West Ambulance Service**
foi.enquiries@nwas.nhs.uk
- **Alder Hey Children's NHS Foundation Trust**
info.gov@alderhey.nhs.uk
- **Liverpool Heart and Chest Hospital NHS Trust**
FOIRequests@lhch.nhs.uk
- **Liverpool Women's NHS Foundation Trust**
FOI@lwh.nhs.uk
- **Mersey Care NHS Foundation Trust**
freedomofinformation@merseycare.nhs.uk
- **Walton Centre**
freedomofinformation@thewaltoncentre.nhs.uk
- **Liverpool University Hospitals NHS Foundation Trust**
FOIRequests@liverpoolft.nhs.uk

Once an FOI request is answered, it is considered to be in the public domain. To promote transparency, we may now publish the response and any material released on the CCG's publication scheme. All personal information in the letter will be removed before publishing.

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

**Corporate Services Team
NHS Liverpool CCG**