

Date: Tuesday, 12th November 2019
Our Ref: MB/SS FOI 4083

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Re: Freedom of Information Request FOI 4083

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 22nd October 2019.

Your request was as follows:

- What is the average call duration for arranging transport?

Here at The Walton Centre Foundation Trust (WCFT) patients arrange their own transport with transport contact numbers shown on their appointment letters for both New and Follow-up appointments, therefore we cannot provide this information.

- How many patients fail to cancel their transport when they choose not to attend their appointment?

N/A

- If a patient decides to cancel an appointment, reschedule or discharged themselves while they have arranged transportation.

- o How is this information transferred back to the transportation company?

- o If the patient fails to contact the transport provider, what is the financial consequence for every patient?

- o On the average, how many patients fail to cancel their journeys when they choose not to attend appointments every month or yearly?

N/A

- Does the transport provider have a rough estimate of the number of patients that requires transportation?

N/A

- 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?

Yes the patient need for transport is/can be captured within the EPR System.

- When do the patients who require transportation become known to the provider? Is after their appointment is booked beforehand?



N/A

• 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?

I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 (FOIA) that we do not collate information regarding the reason why appointments have been missed. Under the FOI Act, we are not required to create this information in order to answer your request. I should explain that the FOI Act is to do with transparency of information held by public authorities. It gives an individual the right to access recorded information held by public authorities. The FOI Act does not require public authorities to generate information, or to answer questions, provide explanations or give opinions, unless this is recorded information that they already hold.

Please see our response above in blue.

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 4083 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information