

Date: Monday, 25th April 2022  
Our Ref: MB/CM FOI 5134

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Liverpool L9 7BB  
Tel: 01515253611  
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**Re: Freedom of Information Request FOI 5134**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 04th April 2022.

Your request was as follows:

Can you please confirm the name of the providers you have for the following services?

Please include journey numbers and mobilities for all patient journeys per annum, start date, end date of contracts, include if any extensions may be applicable and initial length of awarded contract.

Please also include all complaints/concerns for each provider, both formal, informal, DATIX, PALS, any SUI's and CQC reported incidents etc.

Non-Emergency Patient Transport Services (NEPTS)

Any Ambulance services not included in the above, including any specialist services

Mental Health Transport Services

Pathology Courier Services

Any other Courier Services

Patient Taxi services - (for Taxis booked by the Trust are the providers CQC registered?)

Please see attached.

For all courier work, please confirm if you have regular GP runs, if yes how many individual runs, what services you supply the GPs, how many GPs are associated to them and the number of journeys per annum?

Please see attached.

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](http://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](http://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 5134 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**

