

Ref No. SG8763

Date: 16 October 2019

REQUEST: I kindly ask you if you could please let me know what transport (non-emergency and emergency) dispatch system you use for transportation of patients from the hospital to their homes/homes to hospital.

Additionally, I would also like to know what the system is charging the trust, how many taxis does the trust pay for and how many people have access to this platform system.

OUR RESPONSE: Unfortunately, we do not hold the information you require as the Trust does not have a 'dispatch system' for patient transport. Non-emergency patient transport is provided by Thames Ambulance Service Ltd (TASL), volunteer drivers and taxis. TASL work with NHS West Leicestershire Clinical Commissioning Group, NHS East Leicestershire and Rutland Clinical Commissioning Group and NHS Leicester City Clinical Commissioning Group (CCGs) to provide non-emergency patient transport services for patients registered with a Leicester, Leicestershire or Rutland GP.

Bookings for non-emergency patient transport are made on behalf of patients by clinical services across the Trust as necessary and we do not centrally record the numbers of journeys requested, including taxis. To provide this information would exceed the appropriate costs limit under S12 of the Freedom of Information Act 2000, as we would need to check with every clinical service across the Trust in an effort to locate and retrieve the information.