

Date: **13 November 2019**

Our reference: **FOIRQ5511**

Dear Sir/Madam,

Thank you for your request for information, which we have processed under the Freedom of Information Act 2000. Please see our response to your following request for information:

Your Request and Our Response (in bold)

I am currently looking into how better management data can play a key in improving patient transport services when combined with the use of technologies, but to achieve this, I need to understand the following things.

Please see the response to your following request for information from Great Ormond Street Hospital for Children NHS Foundation Trust (the “Trust):

*What is the average call duration for arranging transport? **The vast majority of our bookings are made online by GOSH staff with clinical knowledge of the patient. Please see note below*****

*How many patients fail to cancel their transport when they choose not to attend their appointment? **As it is linked to the appointment, which parents of our patients are keen to rearrange where there are particular circumstances, it would be around 5% of journeys not cancelled by our staff within the timescales required by our transport provider to avoid a late cancellation penalty. Please see note*****

*Does the transport provider have a rough estimate of the number of patients that requires transportation? **Yes – The majority are booked in advance with a proportion of ‘on the day’ bookings, for example, due to fit to discharge decisions and local hospital bed availability. Please see note below*****

*In some trust, a patient need for transport is captured within their EPR system, is that the case within your Trust? **Not at present; but is something we intend to develop at the Trust.***

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

policy is to assess and review non-emergency patient transport eligibility at the time of making an appointment.

*If a patient decides to cancel an appointment, reschedule or discharged themselves while they have arranged transportation. How does that information feedback to the transportation company? **Feedback is made by the clinical and administrative staff aware of the change to our transport provider's desk at the hospital/operations centre.***

*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? **The Trust does not centrally record the actual number of lateness of patients; but is approximately 5 or less per year (as monitored via Key Performance Indicators and financial penalties). Some appointments will be rescheduled an hour or more later on a day due to potential transport issues; but completely missing a clinic appointment or procedure on due to transport is a very rare occurrence. Please see note below*****

Please Note: ** The Trust does not centrally record the information in the format you have specified and would require a member of staff to make enquiries with the relevant teams to conduct a manual search of local systems to identify and locate the information requested, such as the Datix system and Outpatient records, including further enquiries with the transport provider "Falck".

The Trust has estimated the amount of work involved for conducting a further search of local systems and individual records would most definitely exceed the 18 hour cost limit stipulated for processing a request for information under Section 12 (Cost Limit) of the Freedom of Information Act (FOIA) 2000. We have already reached the cost limit for processing this request for information under the FOIA.

Section 12(1) of the FOIA allows the Trust to refuse a request where the cost of compliance is estimated to exceed the appropriate limit. The appropriate limit for Section 12 purposes is defined by The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulation 2004 - SI 2004 No. 3244 ('Fees Regulation').

Under regulation 3 of the Fees Regulation the appropriate cost limit for the Trust is £450. The Fees Regulation also states that all authorities should calculate the time spent on the permitted activities at the flat rate of £25 per person, per hour. This means that the appropriate limit will be exceeded, if it would require more than 18 hours' work for the Trust to carry out the following activities in complying with the request:

**determining whether the information is held
locating the information, or a document containing it;
retrieving the information, or a document containing it; and
extracting the information from a document containing it.**

Please note:

The information we have provided under the Freedom of Information Act 2000 is the information held on the date your request was received by the Trust.

We hope the information provided is sufficient and helpful in answering your questions or any issues or concerns. Should you have any further queries in relation to this request, please do not hesitate to contact the FOI Team and quote the above reference number on any related correspondence.

Re-use of information

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Yours sincerely

Freedom of Information team

Great Ormond Street Hospital for Children NHS Foundation Trust
Email: foiteam@gosh.nhs.uk

[Enclosed – Your rights – see next page]

Your Rights

Should you have any questions relating to the response you have received to your request for information, please do not hesitate to contact the FOI Team. Alternatively, you are entitled to make a request for an internal review within two months from the receipt date of our final response to your original request. You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team
Great Ormond Street Hospital
LONDON
WC1N 3JH

If, however, you remain dissatisfied with the outcome of the internal review then you have the right to appeal to the Information Commissioner as the final stage of the FOI process. You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF