

Date: **23 October 2019**

Our reference: **FOIRQ5476**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your requests for information below:

Your Request and Our Response (in bold)

Please see our response to your following request for information from Great Ormond Street Hospital for Children NHS Foundation Trust (the 'Trust') is a single site, specialist tertiary paediatric trust.

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.

The Trust's booking and dispatch system for Non-Emergency Patient Transport (NEPTS) is called 'Cleric'; owned by 'Falck' as our current transport provider. The Trust uses the Child Ambulance Transfer Service (CATS) for emergency transport for patients; CATS have their own dispatch system.

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.

The Trust does not centrally record the cost of taxis booked as the 'Cleric' system does not separate the costs out from the monthly NEPTS contract with Falck. However, we have approximately 60 x staff members booking NEPTS journeys for patients on the 'Cleric' system; potentially in excess of 100 staff members could make these bookings.

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.

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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 remain dissatisfied with the response you have received to your request for information, please contact the FOI Team to make a request for an internal review within two months from the receipt date of our 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