

Request under Freedom of Information Act 2000

Request Ref: NGFOI 18/19: 651

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 27/02/2019.

I am pleased to be able to provide you with the following information:

1. Do you have dedicated team responsible for arranging patient transport when they leave your hospital? - Yes / No If NO please explain how patient transport is arranged If YES how many are in this team?

Yes. There are a varying number of staff involved in this process.

2. Do you provide a 7 day week service?

Yes. Transport is booked through the Discharge Suite Mon to Fri 0700 to 2100 and Sat, Sun & Bank Hols 0900 to 1700.

Outside of these hours the wards/departments book transport direct with the transport provider.

3. Approximately how many bookings are made each year (if possible please split this into inpatient and outpatient visits)?

Approximately 9,000 in-patient Discharges/Transfers are booked every year. Outpatients are booked directly with the transport provider so we do not hold this information for outpatients.

4. Who else is involved in the process – Please list each stakeholder for example Nurse, Bed Manager, Sisters/Matrons, Finance, CCG Finance, CCG Transport Provider, Own Transport Department, Other?

A range of staff are involved out of hours, including; ward staff; site team; discharge team.

5. Do you have your own transport department who transport the patient to their destination? Yes / No

No.

6. What systems and applications do you use to capture and track the transport bookings?

The transport provider uses Healthcab.

7. Is this an off the shelf/package or in house developed system?

This is a purchased system.

8. Do you have many disputed invoices with the CCGs for Patient Transport

No. The transport provider is contracted by the CCG.