



Request under Freedom of Information Act 2000

Request Ref: NGFOI 16/17: 28

Response Letter

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 14.04.16.

I am pleased that we are now able to provide you with a response to your request as shown below.

Response from Northampton General Hospital NHS Trust (NGH):

Please find below answers. These only apply to the Taxi contract. The non-emergency patient transport contract is held and commissioned by Nene CCG. They can be contacted at:

foi.enquiry@neneccg.nhs.uk

Please can you provide me with the following information for Patient Transport and Taxi type services for which you are responsible / commission:

1. Which elements of these services do you self-deliver /deliver in house?
None
2. Which elements of these services are outsourced or sub-contracted?
All
3. For the services that are outsourced or sub contracted can you provide the following information for each contract:
 1. Service type
Taxi
 2. Current Provider
Amber Cars
 3. Current contract start
1st April 2014
and end dates
31st March 2017
duration and extension options (if any)
2 periods each of 12 Months
 4. Annual contract value
Variable based on usage
 5. Scope (ie which Trusts/hospitals/areas does it cover)
NGH

4. Can you provide contact details (telephone, email and place of work) for the person or people responsible for the procurement/management/delivery of these services?
It is not Trust practice to divulge the contact details for staff members below board level, however, we would be happy to forward on correspondence on your behalf.
5. In your contract specification with the provider, what is the maximum time, from when transport is requested, within which the patient must be collected?
Advance Bookings 5 Mins, 0700 to 1900 20 mins, 1900 to 0700 30 mins
6. Please state what other standards (e.g. cleanliness) are written into the contract specification.
None Specified
7. How do you monitor whether the contractor is complying with the minimum standards in the contract?
Timed records
8. How regularly is this monitored/ reviewed?
Monthly
9. What are the penalties if the contractor breaches the minimum standards of the contract?
80% of taxis on time 90% on time or no more than 10 minutes late 100% on time or no more than 15 minutes late. 5% penalty
10. How many penalties have there been in the last 6 months?
None
11. How many penalties where charges have been applied within the last 6 months?
None
12. When is your contract up for renewal?
As above
13. Has your current contract been extended?
No
 1. If so, for how long?
14. Please provide the current KPIs associated to the contract.
As Above
 1. Have these KPIs been revised since the start date of this contract?
No