



Liverpool

Clinical Commissioning Group

Corporate Services

NHS Liverpool Clinical Commissioning Group

The Department

Lewis's Building

Renshaw Street

Liverpool

L1 2SA

Ref: 56724

25 March 2019

Email: foi@liverpoolccg.nhs.uk

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 18 March 2019, with regards to Patient Transport Services.

Request/Response

1. Please state the full name of your Trust

NHS Liverpool CCG

2. Which company(s) holds the contract to supply your current patient transport services?

North West Ambulance Service NHS Foundation Trust

3. Please state if this service was procured through a framework agreement with other NHS Trusts (if so please provide the names of the other NHS Trusts). If yes, please also state which Trust holds the contract.

Service procured through standard procurement process not a framework agreement. The contract is covered by the CCGs; NHS Halton CCG, NHS Knowsley CCG, NHS Liverpool CCG, NHS South Sefton CCG, NHS Southport and Formby CCG and NHS St. Helens CCG. The Coordinating Commissioner is NHS Liverpool CCG.

4. Please state the contract start date and end date of your current transport services.

Start date 1st July 2016

End date 30th June 2021

5. What is the expected total value of the contract?

**Expected Annual Contract Value £7,791,245.
Therefore 5 year total contract value £38,956,225.**

6. Please confirm which hospitals are covered under your patient transport service

It is not hospitals that are covered under this contract. It is patients that are registered to GP Practices that form our Clinical Commissioning Group membership.

7. Please state the contract start date and end date of your current transport services.

Repeated Question

8. What is the expected total value of the contract?

Repeated Question

9. What is your annual budget for patient transport services?

The 2018/19 budget for Patient Transport Services is £2,442,027.

10. Are there provisions for contract extensions (including how many years and the extension terms). If yes, please state if the contract extension been awarded

There are no provisions for contract extensions.

11. Please state the names of the organisations who bid for the contract

The information you have requested is exempt under Section 43 (Commercial Interests) of the Freedom of Information Act and is therefore withheld.

In considering your request for the who the contracts have been awarded to we have applied the S43(2) of the 2000 Act, as the disclosure under the 2000 Act would prejudice the CCG's commercial interests, in respect of its ability to obtain bids effectively in a competitive market for these services that reflect best value for money, and quality of services through fair competition.

The CCG has also considered the public interest and having undertaken the balancing exercise, the CCG has concluded that the public interest in maintaining the exemption outweighs the public interest in disclosing the request for information, as the CCG needs to be able to work within competitive markets.

The CCG have also considered that the information sought would, or would be likely to, prejudice the commercial interests of the contracted providers and could affect their ability to participate effectively within an open market.

Providing such information is likely to provide considerable assistance to competitors in other forthcoming procurements, and all arguments herein which infer the real and significant risk to disclosing this information to a competitor, or any other member of the public which may intent to obtain this information to have an unfair advantage by obtaining confidential information.

12. How many patients are transported annually by your patient transport providers, and how many journeys are undertaken?

300,123 people are transported annually by the patient transport providers. This is made up of 242,397 patients and 57,726 escorts. In total there was 242,397 journeys undertaken.

13. What would the procurement model be for future contracts? E.g. will the contract be procured jointly with another Trust?

Yes, the procurement exercise will be carried out by the Ambulance Contract team at NHS Blackpool CCG for the North West.

14. What are the performance standards the current service provider(s) operate under? (e.g. Discharge - 90% of patients to be collected in 4 hours of ready time. Categories for performance usually being Discharge from inpatient, Travel Time, Arrival time & Departure time)

Greater Manchester Quality Performance

| | Area | Metric | Definition | Target |
|---------|-----------------|---------------------------------------|--|----------|
| General | Booking Systems | Online booking system availability | % availability of online booking system | 99% |
| | | Telephone booking system availability | % availability of booking system | 99% |
| | | Call Answering | % of calls to Provider answered by a human being inside working hours | 99% |
| | | Call Answering | % of calls to Provider answered by human being within 20 seconds | 75% |
| | | Call Handling - Average Waiting Time | Average length of time taken for Provider personnel to answer inbound calls | 1 minute |
| | Planned | Missed Collection | % of non-aborted booked journeys for which no collection is made by the Provider | 0% |
| | Planned | Misidentification of Patients | Reports submitted to National Patient Safety Agency / Serious Untoward Incidents | 0 |
| | Unplanned | Confirmation of Booking | % of collection time confirmed to the booker and / or patient within 15 minutes of acceptance of the booking | 95% |
| | Eligibility | Application of eligibility criteria | Number of bookings for which eligibility evaluated prior to acceptance / total number of bookings x 100 | 98% |

| | | | | |
|--|----------------------------------|-------------------------|--|-----|
| Planned | Travel time | Travel time | Passenger time on vehicle is <60 minutes | 80% |
| | Arrival at treatment centre | On time arrival | % of patients arriving within -60< t <0 minutes of scheduled appointment time | 90% |
| | Collection from Treatment Centre | Timeliness of departure | % of patients collected within 60 minutes of scheduled collection time or patient readiness notification | 80% |
| % of patients collected within 90 minutes of scheduled collection time or patient readiness notification | | | 90% | |

| | | | | |
|-----------|----------------------------------|--------------------------------------|--|-----|
| Unplanned | Travel time | Travel Time | Passenger time on vehicle is <60 minutes | 80% |
| | Collection from Discharge Centre | Less than 60 minute wait | % of journeys where the patient is picked up no later than 60 minutes after booked collection time | 80% |
| | | On the day pick up within 90 minutes | % of journeys where the patient is picked up no later than 90 minutes after booked collection time | 90% |

| | | | | |
|-----|----------------------------------|-------------------------|--|-----|
| EPS | Travel Time | Travel Time | Passenger time on vehicle is <60 minutes | 85% |
| | Arrival at treatment centre | On time arrival | % of patients arriving within 45 minutes prior to scheduled appointment time | 90% |
| | Collection from treatment centre | Timeliness of departure | % of patients collected within 60 minutes of scheduled collection time or patient readiness notification | 85% |
| | | | % of patients collected within 90 minutes of scheduled collection time or patient readiness notification | 90% |

15. What is the current provider's performance against these standards in the last 12 months? (e.g. Discharge – 70% of have patients have been collected in 4 hours of ready time)

| Merseyside Quality Performance | | | | | | | | | | | | | | | | | |
|--------------------------------|----------------------------------|---------------------------------------|--|----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------|
| | Area | Metric | Definition | Target | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan-19 | |
| General | Booking Systems | Online booking system availability | % availability of online booking system | 99% | 100% | 99% | 100% | 99% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| | | Telephone booking system availability | % availability of booking system | 99% | 100% | 99% | 100% | 99% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| | | Call Answering | % of calls to Provider answered by a human being inside working hours | 99% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| | | Call Answering | % of calls to Provider answered by human being within 20 seconds | 75% | 78% | 63% | 69% | 65% | 52% | 49% | 72% | 61% | 73% | 76% | 71% | 62% | |
| | | Call Handling - Average Waiting Time | Average length of time taken for Provider personnel to answer inbound calls | 1 minute | 19 seconds | 58 seconds | 31 seconds | 47 seconds | 74 seconds | 92 seconds | 29 seconds | 40 seconds | 25 seconds | 18 seconds | 26 seconds | 44 seconds | |
| | Planned | Missed Collection | % of non-aborted booked journeys for which no collection is made by the Provider | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| | Planned | Misidentification of Patients | Reports submitted to National Patient Safety Agency / Serious Untoward Incidents | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Unplanned | Confirmation of Booking | % of collection time confirmed to the booker and / or patient within 15 minutes of acceptance of the booking | 95% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| | Eligibility | Application of eligibility criteria | Number of bookings for which eligibility evaluated prior to acceptance / total number of bookings x 100 | 98% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Planned | Travel time | Travel time | Passenger time on vehicle is <60 minutes | 80% | 96% | 96% | 96% | 96% | 97% | 96% | 97% | 96% | 96% | 95% | 95% | 95% | |
| | Arrival at treatment centre | On time arrival | % of patients arriving within -60< t <0 minutes of scheduled appointment time | 90% | 85% | 84% | 85% | 86% | 84% | 85% | 86% | 84% | 84% | 83% | 83% | 82% | |
| | Collection from Treatment Centre | Timeliness of departure | % of patients collected within 60 minutes of scheduled collection time or patient readiness notification | 80% | 85% | 83% | 85% | 86% | 80% | 82% | 82% | 82% | 82% | 79% | 79% | 80% | |
| | | | % of patients collected within 90 minutes of scheduled collection time or patient readiness notification | 90% | 95% | 94% | 95% | 96% | 94% | 94% | 94% | 94% | 94% | 94% | 94% | 93% | 93% |
| Unplanned | Travel time | Travel Time | Passenger time on vehicle is <60 minutes | 80% | 97% | 97% | 98% | 96% | 97% | 96% | 97% | 97% | 97% | 96% | 96% | 97% | |
| | Collection from Discharge Centre | Less than 60 minute wait | % of journeys where the patient is picked up no later than 60 minutes after booked collection time | 80% | 75% | 73% | 78% | 78% | 75% | 74% | 77% | 76% | 78% | 77% | 75% | 72% | |
| | | On the day pick up within 90 minutes | % of journeys where the patient is picked up no later than 90 minutes after booked collection time | 90% | 85% | 84% | 88% | 88% | 86% | 84% | 88% | 87% | 88% | 87% | 86% | 86% | |
| EPS | Travel Time | Travel Time | Passenger time on vehicle is <60 minutes | 85% | 96% | 95% | 95% | 95% | 95% | 96% | 96% | 95% | 95% | 94% | 94% | 95% | |
| | Arrival at treatment centre | On time arrival | % of patients arriving within 45 minutes prior to scheduled appointment time | 90% | 85% | 83% | 84% | 83% | 85% | 85% | 85% | 84% | 83% | 82% | 81% | 81% | |
| | Collection from treatment centre | Timeliness of departure | % of patients collected within 60 minutes of scheduled collection time or patient readiness notification | 85% | 91% | 91% | 92% | 91% | 89% | 89% | 89% | 88% | 89% | 88% | 88% | 89% | |
| | | | % of patients collected within 90 minutes of scheduled collection time or patient readiness notification | 90% | 98% | 98% | 98% | 98% | 98% | 97% | 98% | 97% | 97% | 97% | 97% | 97% | |

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

Corporate Services Team
NHS Liverpool CCG