

Executive Corridor  
Darlington Memorial Hospital  
Hollyhurst Road  
Darlington  
DL3 6HX  
Switchboard Tel: 01325 38 0100  
Foundation Trust Office: 01325 74 3625  
Corporate Records Office: 01325 74 3700

Request for Information Reference: 04.22.08

FOI Direct line: 01325 743700  
Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Mr Peter Strevens  
Email only

20<sup>th</sup> April 2022

Dear Mr Strevens

### **Freedom of Information Act 2000 – Request for Information**

Thank you for submitting a request for information which we received on 4<sup>th</sup> April 2022 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to patient transport and I am providing the following information in response to your specific questions:

**Can you please confirm the name of the providers you have for the following services?**

**Please include journey numbers and mobilities for all patient journeys per annum, start date, end date of contracts, include if any extensions may be applicable and initial length of awarded contract.**

**Please also include all complaints/concerns for each provider, both formal, informal, DATIX, PALS, any SUI's and CQC reported incidents etc.**

#### **1. Non-Emergency Patient Transport Services (NEPTS)**

The Trust does not provide NEPTS. PTS Services are contracted via the CCG. If you wish to contact either County Durham CCG or Tees Valley CCG, we would advise, in accordance with Section 16 of the Act (duty to provide advice and assistance), that you contact that organisation via the following addresses:

CCGs  
County Durham – [cdccg.foi-ig@nhs.net](mailto:cdccg.foi-ig@nhs.net)  
Tees Valley – [tvccg.foi-ig@nhs.net](mailto:tvccg.foi-ig@nhs.net)

## 2. Any Ambulance services not included in the above, including any specialist services

Ambulance services are contracted via the CCG. If you wish to contact either County Durham CCG or Tees Valley CCG, we would advise, in accordance with Section 16 of the Act (duty to provide advice and assistance), that you contact that organisation via the following addresses:

CCGs  
County Durham – [cdccg.foi-ig@nhs.net](mailto:cdccg.foi-ig@nhs.net)  
Tees Valley – [tvccg.foi-ig@nhs.net](mailto:tvccg.foi-ig@nhs.net)

On an adhoc basis the Trust does contract Cipher Medical to transfer patients to specialist centres.

## 3. Mental Health Transport Services

Patient taxi services are contracted by the CCG and arranged by Tees, Esk & Wear Valley NHS Foundation Trust.

As the Trust does not provide mental health services, Tees Esk & Wear Valley Foundation Trust should be the first point of contact for this information. If you wish to contact Tees Esk & Wear Valley Foundation Trust, we would advise, in accordance with Section 16 of the Act (duty to provide advice and assistance), that you contact that organisation via the following addresses:

Trust Secretary's Department  
West Park Hospital  
Edward Pease Way  
Darlington  
DL2 2TS

Email: [tewv.foi@nhs.net](mailto:tewv.foi@nhs.net)

## 4. Pathology Courier Services

Journey Numbers	- 17,181 per annum
Mobility's	- Not applicable
Start Date of contract	- Not applicable
End Date of Contract	- Not applicable
Extension Length to Contract	- Not applicable
Formal Complaints/Concerns	- None recorded
Informal Complaints/Concerns	- None recorded

Please note that pathology services are in house collections, not an external contract.

Reported Incidents:

PALS - No  
SUI's - No  
CQC - No

## 5. Any other Courier Services

Not applicable

## 6. Patient Taxi services – (for Taxis booked by the Trust are the providers CQC registered?)

Journey Numbers	- 3,222 per annum
Mobility's	- Not recorded. Taxi's requested
Start Date of contract	- 01/09/2020
End Date of Contract	- 31/08/2025
Extension Length to Contract	- 2 x 12 months
Formal Complaints/Concerns	- Zero
Informal Complaints/Concerns	- Zero

Reported Incidents:

DATIX - Yes  
PALS - No  
SUI's - No  
CQC - No

## 7. For all courier work, please confirm if you have regular GP runs, if yes how many individual runs, what services you supply the GPs, how many GPs are associated to them and the number of journeys per annum?

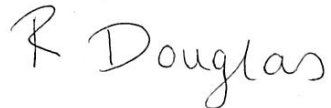
Pathology services are classified as the number of journeys made by that courier that finish at path lab. This is not the number of locations that are returning to path lab. E.g. each vehicle does 3 runs per day and drops off at path lab 3 times = 15 vehicles x 3 drops to path x 365 days per year = 16,425 drops to pathology.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via [cdda-tr.cddftfoi@nhs](mailto:cdda-tr.cddftfoi@nhs).

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely



**Rachel Douglas**  
**Corporate Records and Freedom of Information Facilitator**