



Freedom of Information Request

Ref: UHB 19-600

14 October 2019

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

1. Could 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.

Non-emergency Patient Transport System (NEPTS) and emergency transport system is commissioned by Clinical Commissioning Groups, rather than UHBristol, and therefore there is a diverse range of providers and services relating to patients attending our sites.

Although UHBristol occasionally uses approved private ambulance providers on an ad hoc basis, we do not have a dispatching system of our own. We use a secure, standalone in-house electronic booking system which is not linked to any external dispatching systems.

2. What the system is charging the trust, how many taxis does the trust pay for.
N/A.
3. How many people have access to this platform system.
N/A.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust