



FOI 3157

Date 26/06/2024

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

Could you please provide me with the following information:

1. A list of your approved providers for ambulance transport, indicating which ones provide transport on an ad-hoc basis and which have substantive contracts

EEAST hold contract with BLMK ICB

Ambulance Response Services LTD, Adhoc

- Promedicus, Adhoc
- Medexpress, Adhoc
- Community Ambulanz, Adhoc
- ION Adhoc
- Met Medical, Adhoc
- Exora Adhoc
- First Herts Adhoc
- VKL Ad hoc
- Mars Adhoc

2. The charges that each of these private ambulance services charge to the Hospital Trust per hour for:

- Seated non-emergency patient transport
- Wheelchair user non-emergency patient transport
- Bariatric ambulance transport (per crew)
- High Dependency Ambulance Transport
- Paramedic ambulance transport
- Secure mental health ambulance transport

PTS Crews are paid mainly on a shift basis however on occasions there are journeys out of contract etc that are paid for an individual Journey these are paid for and sanctioned by ICBs so costs are generally unknown to the Trust.

3. The types and number of journeys at each site, by month, that these providers have completed for the Hospital Trust in the last twenty-four months.

April – Dec 2023 Approx 4549 this does not include individual journeys or ICB contracted vehicles, EEAST or ARSL



4. The criteria and process used to evaluate and approve transport providers.

This criteria is determined by the ICB

5. The average response time for each type of transport service provided.

Other than crews on shifts as they have expected shift times, this is dependant on what type of vehicle requested, time of day and availability. Unable to provide specific data.

6. Any performance metrics or key performance indicators (KPIs) used to assess the quality and reliability of the transport services.

BLMK ICB would receive these not the Trust

7. Information on any feedback or satisfaction surveys conducted with patients regarding the transport services, and the results of these surveys.

BLMK ICB would receive these not the Trust

8. Any planned changes to the transport provider contracts or service agreements in the next 12 months.

This decision rests with the ICB

9. The name and contact details of the person in charge of approving transport providers in the trust.

This decision rests with the ICB

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests for internal review should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

FOI Officer



Bedfordshire Hospitals NHS Foundation Trust