



## 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.

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### 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](mailto: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  
**1<sup>st</sup> April 2014**  
and end dates  
**31<sup>st</sup> 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**