



East London
NHS Foundation Trust

Information Governance

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Our reference: FOI DA3105

I am responding to your request for information received 23rd June 2019. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Ayomide Adediran
Information Governance Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Request:

I would like to make a request for information regarding East London Foundation Trust's current Mental Health Patient Transport Service. Could you kindly provide the answers to the following questions:

Question 1. Who is the current transport provider or providers?

Answer: The Trust provides this service in-house and in addition, uses Green Tomatoes Taxis for intensive care transfers.

Question 2. What is the annual spend on this service?

Answer: The Trust spends £156,977 annually in-house and spends an annual value of £360k with Green Tomatoes.

Question 3. When does the current contract expire?

Answer: The contract with Green Tomatoes Taxis expires on 30/04/2022.

Question 4. How many formal and informal complaints have been made in the last 12 months?

Answer: Zero.

Question 5. What were the KPI figures for the last 12 months of the service?

Answer: The Trust does not hold this information.