



FOI REF: 22/195

Eastbourne District General Hospital
Kings Drive
Eastbourne
East Sussex
BN21 2UD

27th May 2022

Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

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

[Please see below.](#)

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.

[East Sussex Healthcare NHS Trust \(ESHT\) does not hold this information in respect journey numbers and mobilities for all patient journeys. This information is held by the ambulance and patient transport services themselves.](#)

[Please see below for contract details.](#)

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

[ESHT does not record the number of complaints/concerns for each provider. The patient would be directed to the service provider; for example, concerns or complaints about patient transport would be signposted to Sussex NEPTS \(part of South Central Ambulance Service NHS Foundation Trust\). We would have no need to keep a record of these onward referrals.](#)

Non-Emergency Patient Transport Services (NEPTS) –

[South East Coast Ambulance Service NHS Foundation Trust \(SECamb\) of which the contract is held with the local Clinical Commissioning Group \(CCG\). Please contact them direct for contract details via the email below:](#)

Email: foi@secamb.nhs.uk

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

BM Ambulance Group, InPulse, of which the contract is held with the local CCG. Please contact them direct for contract details via the email below:

Email: foi@secamb.nhs.uk

Mental Health Transport Services

Secure Care, Secure 24 – Waivered whilst preparing Tender process.

Pathology Courier Services

Sams Taxis (providing supplementary deliveries, outside of main ESHT Courier Operations) - Waivered whilst preparing Tender process

Any other Courier Services

Paperwork Couriers (providing ad hoc deliveries and cover for ESHT Courier Team absences when required). - No Contract.

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

247 Taxis, Eastbourne & Country – 1st November 2017 – 31st October 2022.

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?

ESHT Courier Services operate Monday to Friday, operating from Eastbourne District General Hospital & Conquest Hospital. Across 11 Routes we deliver / collect the following:

- Pathology Samples
- Pharmacy
- Medical Equipment
- PPE Supplies
- Post
- Other ad hoc deliveries

The Trust currently service 122 GP Surgeries across East Sussex, visiting the majority of them twice per day. This equates to approximately 50,000 journeys per annum.

We do not hold the information in respect of the number of associated GPs.

If I can be of any further assistance, please do not hesitate to contact me.

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Should you be dissatisfied with the Trust's response to your request, please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference.

Yours sincerely

Linda Thornhill (Mrs)
Corporate Governance Manager
esh-tr.foi@nhs.net