

Request under Freedom of Information Act 2000

I am pleased to confirm the following.

1. Do you have dedicated team responsible for arranging patient transport when they leave your hospital? No

If NO please explain how patient transport is arranged - Various means patient responsibility/ ward staff/ discharge team and Patient discharge unit

If YES how many are in this team? N/A

2. Do you provide a 7 day week service? The contract provision is for 7 days per week.

3. Approximately how many bookings are made each year (if possible please split this into inpatient and outpatient visits)? The Trust does not record this information.

4. Who else is involved in the process – Please list each stakeholder for example Nurse, Bed Manager, Sisters/Matrons, Finance, CCG Finance, CCG Transport Provider, Own Transport Department, Other? Arranging transport process- Patient/Nurses/Discharge Officers/Ward Clerks/Ambulance Service/Liaison Officer/Site Team/Ambulance Liaison Officer/Use of additional provider.

5. Do you have your own transport department who transport the patient to their destination? No, however The Trust uses additional providers.

6. What systems and applications do you use to capture and track the transport bookings? Transport bookings are captured by the ambulance provider only.

7. Is this an off the shelf/package or in house developed system? N/A

8. Do you have many disputed invoices with the CCGs for Patient Transport? No.

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information

received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom Of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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