

Our Ref: PW/AKB/FOI-07-442

26<sup>th</sup> July 2023

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

Sent by email

Telephone: 0300 123 1461

Dear

**FOI-07-442**

**Your request for information under the Freedom of Information Act 2000**

Thank you for your request for information received on the 5<sup>th</sup> July 2023. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Please see our responses in blue below:

**I am writing to you under the Freedom of Information Act 2000 to request the following information about hospital discharge transportation.**

**Please may you provide me with answers to the following questions:**

- 1. How many patient transport journeys were booked for discharging patients in 2021/22?**

32,855 discharge journeys booked in 2021/2022.

- 2. What was the total cost of these journeys?**

E-Zec Medical Transport held the contract for the period April 2021 to July 2021 – payment was through a block arrangement.

ERS Medical contract commenced on the 1<sup>st</sup> August 2021 – payment is through a block value arrangement.

Therefore, costs cannot be split down for specific journey types for either ERS Medical or E-Zec.

- 3. How many of these journeys were 'out of hours' and to non-contract providers? And how much did these cost?**

There are no out of hours journeys as the service is available 24 hours per day seven days per week.

The journeys stated above were / are under a contract. Whilst some journeys may be subcontracted to another transport provider the service is fully under the responsibility of the contracted provider.

As stated above the costs cannot be broken down for specific journeys as payment was through a block contract arrangement.

**4. How do the hospitals book transportation for discharging patients? Is there an IT system?**

Transport can be booked via ERS Medical online portal or via a dedicated booking telephone line.

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

**To request an internal review**

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent Integrated Care Board FOI team by emailing the team at [StaffsStokeFOI@staffsstoke.icb.nhs.uk](mailto:StaffsStokeFOI@staffsstoke.icb.nhs.uk) or by post to the address at the top of this letter.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

**Paul Winter**  
**Associate Director of Corporate Governance**