

Freedom of Information Request: Our Reference CTMUHB_191_22

You asked:

I am writing for information under the Freedom of Information Act about the use of private taxi and ambulance firms.

I am trying to get an all-Wales picture over the last few years and would be grateful if you could provide me with information for each of the last five years.

I would be grateful for the following information:

1. For each of the last financial years, how much was spent on private taxi and ambulance journeys, and how many times were they used?

We do not capture detailed activity information for taxis and can only provide financial information for the dates detailed below (4 Year Period). We have provided both financial and activity information for Non-Emergency Patient Transport Ambulance journeys but again for a four Year Period.

Please see the information provided in the table below:

Taxi	2018/19	2019/20	2020/21	2021/22
Cost	£206'565	£294'910	£394'182	£290'687
Non Emergency Patient Transport Ambulance Journeys	2018/19	2019/20	2020/21	2021/22
Cost	£1'286'953	£2'006'279	£2'081'004	£2'220'238
Activity(Journeys)	90'996	93'348	41'436	73'164

2. Which companies were used for this work?

We can confirm that Taxi Services are procured through an All Wales Framework agreement administered by [NHS Wales Shared Service Partnership](#). For further information please contact NWSSP directly at the following address: shared.services@wales.nhs.uk

Non-Emergency Patient Transport Services are commissioned by the Emergency Ambulance Services Committee (EASC) who use the Welsh Ambulance Service NHS Trust (WAST) as a broker to procure and deliver the services on behalf of all Health Boards in Wales, including external providers which are used to compliment the main service provided by WAST.

WAST is the main and preferred supplier for Emergency/Urgent Ambulance Services in Wales. These services are commissioned by EASC on behalf of all Health Boards in Wales.

For further information please contact WAST directly via the link below:

[Home - Welsh Ambulance Services NHS Trust](#)

3. What was the general reason for the journeys – i.e. what percentage was patient transport, how much was staff use, transport medicine, courier, etc.?

Please see response provided in the table below:

Taxi Split by %	2018/19	2019/20	2020/21	2021/22
Patient	4%	7%	4%	10%
Bloods	19%	24%	6%	10%
Medicine	7%	6%	1%	3%
Staff	12%	31%	5%	24%
Other	58%	32%	84%	52%

4. How much was spent on transporting patients, how many times were they used, and what percentage of all patient transport was this?

Please see response to question 1 in relation to non-emergency patient transport ambulances spend/usage. As previously stated, we do not capture the level of detail requested for taxis. However, please see spend provided in the table below:

Total Spend on Patients	2018/19	2019/20	2020/21	2021/22
Taxis	£9'023	£20'633	£16'850	£27'964
Non-Emergency Patient Transport Ambulance	£1'286'953	£2'006'279	£2'081'004	£2'220'238
Totals	£1'295'976	£2'026'912	£2'097'854	£2'248'202

5. Of the patient transport, how many were emergency calls, what percentage of all emergency calls were they and what was the financial cost?

The Health Board does not hold this information. The management of NHS emergency calls are the responsibility of the Welsh Ambulance Service NHS Trust (WAST). Therefore you will need to re-direct your request to WAST via the link below:

[Home - Welsh Ambulance Services NHS Trust](#)

6. Of the patient transport, how many were non-emergency calls, what percentage of all non-emergency patient transport were they, and what was the cost?

Please see response to question 1.

7. What was the highest and lowest charge for one journey?

We are unable to identify costs for particular taxi journeys as we receive monthly invoices. The Non-Emergency Patient Transport Ambulance Service is based on a weighted activity basis and not on individual journeys. Therefore, we are unable to provide.