

TRUST POLICY FOR Taxi Usage Policy

Reference Number POL-FM/2250/17	Version: First version = V1		Status Final	Author: Andrea Booth Job Title Transport & Sustainability officer
Version / Amendment History	Version	Date	Author	Reason
	1	February 2019	Transport & Sustainability officer	New Merge Policy
Intended Recipients: All Staff Groups				
Training and Dissemination: Via the intranet, internet and local staff training.				
To be read in conjunction with: EMAS Eligibility Criteria				
In consultation with and Date: Staff side, Transport Working Group, Pharmacy, Pathology, Trust non-emergency patient transport lead (Head of Patient Access & Administration)				
EIRA stage One	No No			
Approving Body and Date Approved	Trust Delivery TDG			
Date of Issue	February 2019			
Review Date and Frequency	February 2022 (every 3 years)			
Contact for Review	Andrea Booth Transport & Sustainability Officer			
Executive Lead Signature	Cathy Winfield			

Approving Executive Signature

Cathy Winfield

Taxi Usage

1. Introduction

The Trust has a responsibility to ensure that patients who are discharged arrive at their destination in a safe manner. All efforts should be made for the patient to arrange their own transport wherever possible.

University Hospitals of Derby and Burton NHS Foundation Trust incurs significant costs through the use of taxis; there are a number of alternative transport options available which should be considered before booking a taxi.

This document defines the Trust's policy in relation to the criteria for the acceptable use of taxis for business, the relevant authorisation, booking procedure and alternative transport options.

The Trust has a contract with a sole supplier for the provision of taxi services. The taxi contract exists to provide a standard and consistent taxi service to the Trust.

Taxis commissioned by the non-emergency patient transport service (NEPTS) provider fall out of scope of this policy.

2. Purpose and Outcomes

The aim of this policy is to reduce reliance on taxis by ensuring the efficient and effective use of internal resources are used in full, the health and safety of patients is not compromised and thus minimising costs to the Trust by appropriate use of taxis and avoidance of misuse.

The policy will also provide information on alternative, more cost effective methods of transport provided by the Trust, which staff should endeavour to use whenever possible.

3. Definitions Used

LRCH: London Road Community Hospital

RDH: Royal Derby Hospital

QHB: Queens Hospital Burton

SJH: Samuel; Johnson Community Hospital

SRP: Sir Robert Peel Community Hospital

CEO: Chief Executive Office

NEPTS: Non- Emergency Patient Transport Service

SPARC: Specialist Assessment Rehabilitation Centre

4. Key Responsibilities/Duties

Derby campus: The Deputy Divisional Procurement Manager and the Transport & Sustainability Officer

Burton campus: Facilities manager

Are responsible for the day to day management of the taxi contract and **any** complaints or concerns relating to the taxi contract performance must be reported them for investigation/resolution.

4.1 Managers Responsibility

Overall responsibility for the appropriate use of Taxis rests with the Departmental Manager/Head of Service.

Managers are responsible for ensuring that their staff is aware of their local procedures to access taxis. Only authorised staff members with valid department cost codes are able to book taxis.

In addition managers are responsible for ensuring that all taxi use is appropriately utilised in accordance with the directions contained within the Policy.

4.2 Staff Responsibilities

Members of staff responsible for the use of taxis must ensure they access taxis appropriately in accordance with the directions contained within this policy. Individuals must only use cost codes and accounts delegated for their use within their own department.

5. Criteria for Use of Taxis

Taxis will be provided where it is not possible for an alternative mode of transport to be used to move patients and other resources from one location to another. Staff may be required to justify the reason for the booking. See Appendix for each campus

5.1 NEPTS

Eligible patients should only be booked through the provider; therefore there should be no direct communication with any taxi company, with the exception of the renal unit. If a patient has been found eligible for NEPTS (see 'patient journeys' flow chart in appendixes) and has a journey booked, then only the provider should move the patient. If a decision is taken by clinical staff, to book a taxi to move a patient, then the cost and responsibility for any risk or safeguarding issues transfers from the provider to the department making that decision. We would therefore advise against this course of action and recommend the current procedure of escalating any delay direct to the provider. If it is agreed by the senior member of staff on duty that a Trust funded taxi is the only means of

discharging a patient. The member of staff requesting this must ensure that this is the most appropriate mode of transport. See flow charts in Appendix's.

5.2 Claiming Back Travel Expenses

Before booking a taxi on the Trust account please check if patients are eligible for claiming their travel expenses through the NHS travel costs. For more detailed information www.nhs.uk/healthcosts

5.3 Eligibility for Use of Taxis

All patients must be informed that they have a responsibility to make their own arrangements for transport to and from hospital appointments and for planned admissions or discharges. Patients will be provided funded transport where a clearly defined need is identified, including NEPTS if eligible.

When the patient's mobility is restricted and the use of public transport is not an option, it is the patient's responsibility to find, fund and arrange alternative transport to and from hospital, which may include NEPTS.

For patients with significant mobility difficulties (patient requires lifting / carrying etc.), transport by taxi is not a suitable mode of transport.

5.4 Wheelchair Vehicles

If a patient requires a wheelchair vehicle, a member of staff must undertake a visual assessment to ensure that patient safety is not compromised. Please note: it is safer for the patient to travel in the seat of the vehicle where possible and the wheelchair folded down rather than travelling in a wheelchair. If the patient is required to be seated in the wheel chair whilst being transported staff must ensure that the wheelchair is in a safe condition to travel, and is suitable for transportation. The wheelchair must have a headrest.

The transport operator has the right to refuse to let the patient travel if he believes the wheelchair is not in a safe condition.

It is the responsibility of the staff member authorising the journey to make a decision on whether the patient is suitable for being transported in a wheelchair to their destination.

Note: Hospital wheelchairs must not be used for taxi transfer.

5.5 Duty of Care

A member of staff must wait with the patient until the taxi driver arrives at the entrance requested. **At no time should a patient be left in reception area or an entrance to wait for transport alone.**

5.6 Authorisation

Staff requiring taxis to take them between UHDB and external sites must seek prior approval from a senior manager.

6 Wait & Return Journeys

Wait and returns, including the length of waiting time, will normally be authorised at the time of booking the taxi. Wait and returns are only permitted if the taxi is travelling further than 10 miles from the collection point. The waiting time for a wait and return journey must not exceed 30 minutes. If it is known or anticipated that a waiting time will exceed 30 minutes then a taxi must be booked for a return journey.

7 Taxis for Personal Use

Taxis on account are not permitted for personal use.

8. Monitoring Compliance and Effectiveness

The key requirements will be monitored in a composite report presented on the Trust's Monitoring Report Template:

Monitoring Requirement:	Monthly report with usage from all Business Units including cost breakdown presented with in Facilities Management Senior Team Meeting
Monitoring Method:	Derby Campus: Audit, incident analysis, review of taxi provider training (records held in the Pathology).
Report Prepared by:	Andrea Booth Transport and Sustainability Officer Richard Edwards Facilities Manager
Monitoring Report presented to:	Monitoring Committee Quality Review Committee
Frequency of Report	Bi-Monthly

9. References

Source of data	Date of publication/issue	Detail of requirement
MHRA- Occupied wheelchairs in cars and	2016	This document is for guidance only and does not replace the manufacturer's instructions for use. It is

private transport reminders of safe use		aimed at: wheelchair service providers transport service providers Healthcare professionals providing wheelchairs or transport services wheelchair users.
--	--	--

Appendix1:

Derby Campus:

1. Cost Codes

Taxis booked via the 4242 number must have a departmental cost code as the taxi costs are re-charged to individual wards and departments. Without a valid cost code the taxi will not be booked.

2. Transporting Patients

An assessment must be made by a member of staff determine the most suitable method of transport on discharge. When patients are being discharged a taxi paid for by the Trust must be the final option. Use the 'patient journey' flowchart to find the most suitable way of getting the patient home.

3. Transporting Staff

Staff requiring taxis on the Trust Account to take them between UHDB sites and external sites must seek prior approval from a senior manager.

4. Transporting Items between the RDH and LRCH

For the transportation of bloods, drugs and notes and small pieces of equipment between the RDH and LRCH a member of staff must contact the courier service in the first instance to request if there is room on the courier run to transport additional items/packages between the hours of 8am and 9pm Monday – Friday (excluding Bank Holidays) and the Blood Bikers after 8:30pm Monday – Friday and all day Saturday and Sunday. If this is not possible, approval must be given by a senior manager to send the items by taxi and they must suit the agreed criteria.

Before booking a taxi check the ' Non Patient Alternative to Taxis' chart

4.1 Taxi Pick Up Points

Taxi drivers will only collect and deliver to and from the following locations:

- Royal Derby Hospital Pathology (bloods, specimens)
- Health Records (case notes)
- Post Room (letters, notes, parcels etc.)
- Pharmacy and Pharmacy Stores (Drugs)
- KTC Reception and entrances only (equipment)
- Hospital entrances only not wards or departments (patients)

4.1.2 London Road Community Hospital

- Main Reception (bloods, specimens, notes, drugs, equipment and patients)

- Hospital entrances Only not to wards and departments (patients)
- SPARC (patients)

4.2 Information Required When Booking a Taxi Through the 4242 Account:

Departmental Cost Code/Log Request Number

Date of pick up

Time of pick up

Pick up point

Number of passengers travelling

Name of Department

Name of person making the booking and their extension number

Name of pick up/pick up contact

Destination

What is being picked up (bloods, staff, patient, etc.)

Degree of urgency

4.3 Taxi Booking Procedure

Once you have booked your taxi please complete the taxi booking form and send it with the passenger or items, who must hand this to the taxi driver. If the patient/member of staff/bloods etc. does not have a booking form when coming from an external address to the RDH/LRCH the person booking the taxi must email the taxi form to info@albatrosscars.co.uk. Without the booking form the taxi driver will charge cash for the taxi journey.

Non patient alternatives to taxis

Cross site RDH/LRCH

BLOODS,
SPECIMENS,
NOTES,
DRUGS,
POST, ITEMS
<4kg

Hourly

HEALTH
RECORDS
& POST
<4pm

>4pm
Burton
Hospital

COURIERS 8AM – 8:30PM MONDAY – FRIDAY
CROSS SITE 07799337530
HEALTHRECORDS 07799337527
BLOOD BIKERS <8PM MON – FRI & ALL DAY
SATURDAY & SUNDAY
07961 531343

Pathology to green run GP surgeries and return

TRUST GP
COURIER
BLOODS
AND POST
<A3 size

COURIERS 8AM –
4PM MONDAY –
FRIDAY
GREEN RUN
07799337507

Outlying hospitals and GP surgeries and return

POST<A3 size
PACKAGES<4kg
AND SAMPLES
FOR COLLECTION
AND RETURN

DERWENT
LOGISTICS

EQUIPMENT,
LARGE
ITEMS

WALTERS
REMOVALS
Capital Projects
ext 85864

Patients Journey Start Here

Can the patient use the Trusts Voluntary discharge drivers?

No

Can the patient arrange their own transport via family & friends?

No

Does the patient have mobility issues that would need skilled assistance?

Yes

Does the patient claim mobility allowance?

Yes

Can the patient claim back travel expenses?

Yes

Is the patient able to use public transport? (E.g. Bus, taxi)

Yes

Claiming Travel Expenses
The patient may obtain cash refund if they are in receipt of certain benefits when travelling by public transport or private car. A valid ticket and proof of benefit must be produced for all Public transport claims. The claim may be made at the cashiers office on level 3, the gallery, RDH.

Is patient NEPTS eligible?

Yes

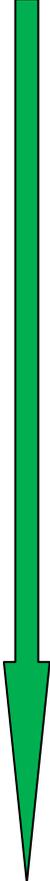
Does the patient have the ability to travel in a taxi alone?

No

If authorised member of staff to phone Trust approved Taxi provider on: 4242 and request either a standard Taxi or wheelchair adapted vehicle
(Funded by Trust)
NB: Standard hospital wheelchairs are not suitable for transportation

The patient does not qualify for a Trust Funded taxi
Recommend public transport, local taxi companies or community voluntary services (All means of transport to be funded by the patient)

Phone Non-emergency patient service Booking line
Derbyshire 0300 300 3434
Leicestershire 0808 164 4586
Staffordshire 0300 777 222



Appendix 2:

Burton Campus:

1. Transporting items between QHB, SRP and SJH

For the transportation of bloods, drugs, notes and small pieces of equipment between QHB, SRP and SJH outside of the normal collection times a member of staff must contact the porters lodge on ext.5400 to request if there is room for the additional items/packages. The courier service between QHB, SRP and SJH is between the hours of 8am and 4pm Monday-Friday excluding Bank Holidays. If this is not possible, approval must be given by a senior manager to send the items by taxi.

2. Information required when booking a Taxi

To book a Taxi, from the QHB intranet click on log a request/fault then click on book a Taxi.

You must enter the following details:

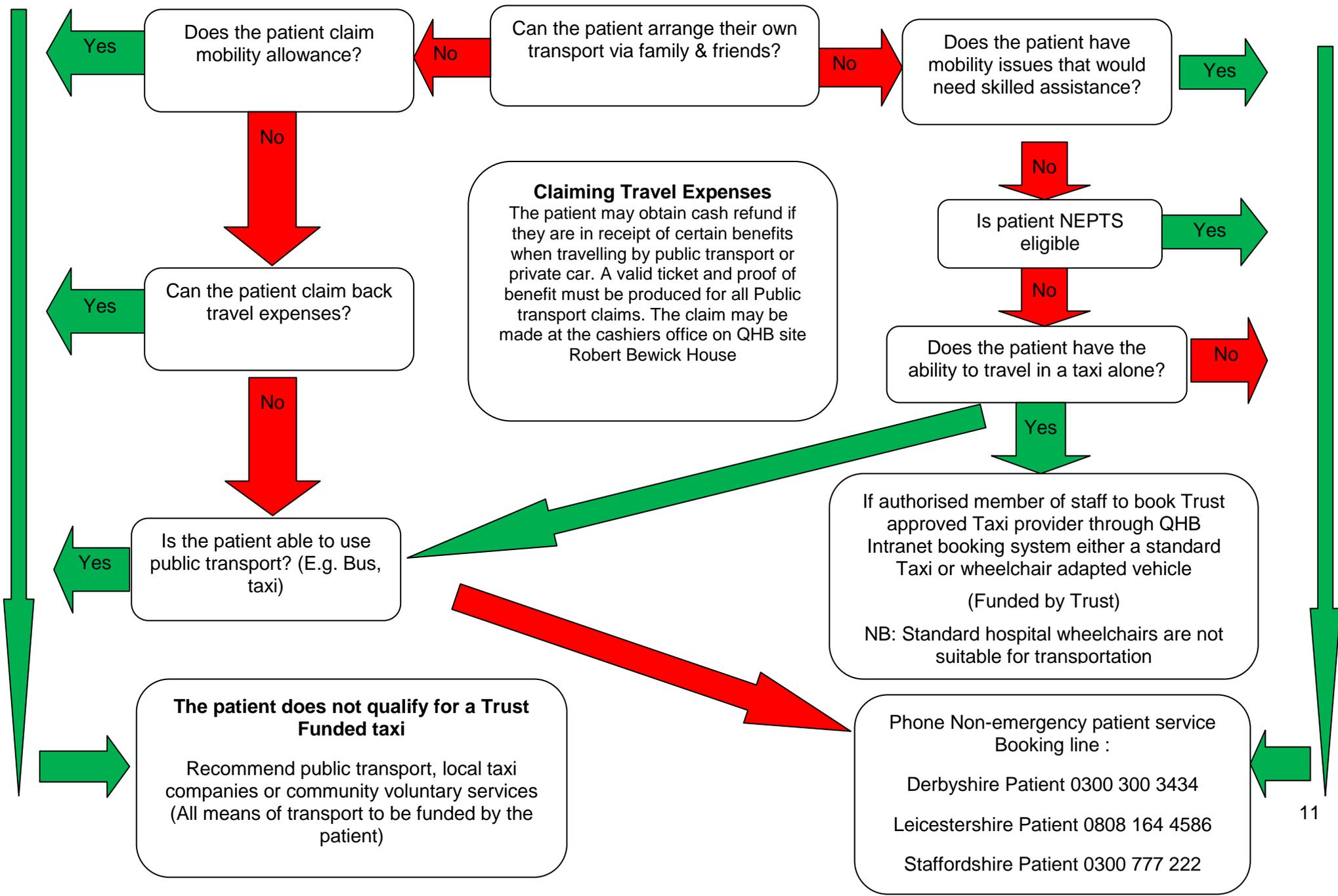
- Name of the person making the booking
- Email address of the person making the booking
- Site
- Department
- Collection/Pick up point
- Date required
- Time required
- Urgent
- Wheelchair required
- Destination
- Reason
- Special Instruction

3. Taxi Booking Procedure

Once you have booked your taxi you will receive an email as confirmation with a booking reference number, this number must be quoted with all correspondence with the taxi provider.

Any queries or cancellations must be directed to the taxi provider on 01283 585858.

Patients Journey Start Here



Claiming Travel Expenses
 The patient may obtain cash refund if they are in receipt of certain benefits when travelling by public transport or private car. A valid ticket and proof of benefit must be produced for all Public transport claims. The claim may be made at the cashiers office on QHB site Robert Bewick House

If authorised member of staff to book Trust approved Taxi provider through QHB Intranet booking system either a standard Taxi or wheelchair adapted vehicle (Funded by Trust)
 NB: Standard hospital wheelchairs are not suitable for transportation

Phone Non-emergency patient service Booking line :
 Derbyshire Patient 0300 300 3434
 Leicestershire Patient 0808 164 4586
 Staffordshire Patient 0300 777 222

The patient does not qualify for a Trust Funded taxi
 Recommend public transport, local taxi companies or community voluntary services (All means of transport to be funded by the patient)