

Title

Couriers / Taxis / Non-Patient Transport

Reference Number: RDF1771-23

Date of Response: 06/10/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

1. The amount spent on courier/taxi/non-patient transport services in each of the following financial years:

- 2021-22
- 2020-21
- 2019-20
- 2018-19
- 2017-18

Please find Trust response attached.

2. A breakdown of the amount spent on taxis and couriers' services by department (for example pathology, pharmacy, sterile services, medical records etc) in each of the following financial years:

- 2021-22
- 2020-21
- 2019-20
- 2018-19
- 2017-18

Please find Trust response attached.

3. A breakdown of the amount spent on taxis and courier services by reason for spending (for equipment, specimens, medicine etc) in each of the following financial years:

- 2021-22
- 2020-21
- 2019-20
- 2018-19
- 2017-18

We have in the past called taxi companies to expedite urgent goods and to provide transport for staff but *there would have not been* any Purchase orders raised. The switchboard makes the bookings accordingly and obtain cost centres for each team. Cash Management then recharge the invoices as per their spreadsheets. The Cash Management team does not have a specific list of taxi /courier suppliers. To respond to this request, staff would need to identify these manually.

Purchase orders are not raised for taxis or couriers, so Procurement has no information on its systems. Couriers are booked by suppliers or occasionally by Trust departments, but purchase orders are not raised.

As such under Section 17 of the Freedom of information Act the Trust applies the following Exemption:

Section 12(1) - Time/Cost (over 18hrs work) - Northern and Eastern

The Trust has investigated your request in detail, however, applies Section 12 to question 2 as this data is not easily available. This work would take approximately 3 weeks work to undertake as the Trust staff would need to identify the information manually and therefore over the 18 hours limit as defined in Section 12. To carry out this work would exceed the appropriate cost limit as set out in Section 12 (1) of the Freedom of Information Act 2000 and is therefore exempt.

Under the Freedom of Information Act 2000 Section 12 (1) and defined in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, a public authority is not obliged to comply with a request for information if it estimates that the cost of complying would exceed the appropriate limit. The limit of £450 represents the estimated cost of one person spending two and a half days in determining whether the Trust holds the information, locating, retrieving, and extracting that information.

4. [The name of your courier/taxi/non-patient transport services suppliers](#)

Northern Services Response:

Our main courier is TNT (FedEx) we use them for Lab specimens, returning goods, sending goods on to other Hospitals etc – we have an online account with them, and purchase orders are not raised.

Taxi firms used have included:

- B-Line Taxis (Barnstaple)
- *B-Line Taxis (Barnstaple)*
- Value Taxis (Barnstaple)
- Apple Taxis (Exeter)

Eastern service response:

Courier Force have been used in the blood Science Department.

The Trust has an agreement (no contract) with Apple taxis for people. These are mainly patients; however, they can also use for staff.

We have a contract with RICO couriers who we use to transport items. These are mainly drugs, equipment, and specimens.

5. **The annual value of your courier/taxi/non-patient transport services suppliers' contracts.** There is not set annual value as there is not a predetermined schedule.
6. **The expiry dates of your courier/taxi/non-patient transport services suppliers' contracts.** This is a rolling contract.
7. **The name of the framework(s) used to procure your courier/taxi/non-patient transport services suppliers' contracts.** Crown Commercial.
8. **The total cost of the courier/taxi/non-patient transport services that are not outsourced but are managed in-house.** The data is not held in a way that is extractable by one department as various departments have vehicles and will courier as required.
9. **The number of staff employed in managing the in-house contracts:** No staff dedicated to managing the courier service directly, however there are 2 managers within the department to assist with the courier service as and when needed
10. **The number of vehicles either owned or leased to meet the in-house courier requirements.** The Trust owns 43 vehicles and lease 1, all vehicles are used for a range of tasks including courier services
11. **The name(s) and email(s) of the person(s) responsible for the management of courier/taxi/non-patient transport services.**

Section 40 (2 - Personal Information

The Trust does not release the names of staff below a Director under Section 40 (2) of the Freedom of Information Act 2000 Personal Information, where disclosure may contravene the Data Protection Act 2018 and therefore applies an exemption under Section 40 (2) - Personal Information of the Freedom of Information Act 2000 and Section 10 of the Data Protection Act 2018.

The Executive Director responsible for Estates and Facilities is Zara Hyde. They are contactable via our main Trust 'Contact Us' link on royaldevon.nhs.uk

FOI- RDF1771-23 North Response

1. The amount spent on courier/taxi/non-patient transport services in each of the following financial years : NORTH

2017-18	£70,165
2018-19	£73,617
2019-20	£71,193
2020-21	£83,840
2021-22	£71,333

2. A breakdown of the amount spent on taxis and courier services by department (for example pathology, pharmacy, sterile services, medical records etc) in each of the

2017-18

Finance	£63,099
Research and Development	£65
Medical Staff Ophthalmology	£64
Out Patients NDDH	£271
Day Surgery	£44
Planned Care & Surgery Managem	£1,200
Pain Specialist Nurse	£4
Radiology	£4
Walk in centre Sidwell St	£3,448
Walk in Centre RD&E	£63
Dentistry	£12
Contraceptive Service North	£22
Administration Universal	£40
Medical Staff General Medicine	£10
Administration Bideford Hosptl	£971
Administration South Molton	£99
Administration Holsworthy Hosp	£153
PT & OT Inpatients NDDH	£7
Rapid Response - North	£590
	£70,165

2018-19

Lymphoedema	£27
	£149
Community Admin - Torridge	£63
Rapid Response - North	£120
Rapid Response - North	£1,625
Rapid Response - North	£58
Staff Car Parking	£2,400
Podiatry	£686
Speech Therapy	£5
MSK Outpatients	£1,650
Patients Appliances	£12

Finance	£62,185
Nursing Administration	£561
SARC	£65
Sexual Health Services East	£369
Dentistry	£4
Walk in Centre RD&E	£205
Walk in Centre RD&E	£139
Walk in centre Sidwell St	£561
Administration Ilfracombe Hosp	£17
Administration Holsworthy Hosp	£368
Administration South Molton	£10
Administration Bideford Hosptl	£1,698
Day Surgery	£35
Out Patients NDDH	£49
Midwifery	£200
Glossop Ward	£18
Medical Staff Other Medical	£40
Sexual Health Services North	£36
Medical Stf Trauma & Orthopaed	£261
	<u>£73,617</u>

2019-20

Sexual Health Services	£421
Outpatients NDDH	£117
Outpatients NDDH	£4
Theatres	£58
Community Admin	£2,140
Community Admin	£16
Community Admin	£225
Community Admin	£58
Walk in Centres	£577
Dentistry	£10
Sexual Health Services	£410
SARC	£526
Medical Director	£100
Finance	£64,209
Radiology	£30
Area-Wide Services	£19
Optometry	£60
Podiatry	£448
Area-Wide Services	£1,349
BLIS Cluster	£236
Sexual Health Services	£92
Area-Wide Services	£78
Sexual Health Services	£12
	<u>£71,193</u>

2020-21

Sexual Health Services	£64
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Community Admin	£701
Community Admin	£86
Sexual Health Services	£148
SARC	£317
Specialities	£40,409
Specialities	£10,197
Specialities	£4,876
Finance	£26,494
Podiatry	£20
BLIS Cluster	£2
Area Wide Services	£494
Area Wide Services	£31
	<u>£83,840</u>

2021-22

Ophthalmology NDDH	£35
Sexual Health Services North	£205
Out Patients NDDH	£108
Ophthalmology Outpatients	£20
Accident & Emergency NDDH	£260
Administration Bideford Hosptl	£2,130
Administration Holsworthy Hosp	£129
Administration Ilfracombe Hosp	£111
Walk in centre Sidwell St	£289
Sexual Health Services East	£34
SARC	£1,850
Finance	£50,365
Vaccination Clinic	£15,300
Audiology NDDH	£19
Podiatry	£20
Cont Hotel Serv South Molton	£83
Northern RIC	£108
Comm Therapy Team - Barnstaple	£252
Lymphoedema	£13
	<u>£71,333</u>

Q1

Year	Courier	Taxis	Non-Patient Transport	Grand Total
2018	37,464.93	41,198.12	515,187.01	593,850.06
2019	27,052.87	48,342.40	577,117.73	652,513.00
2020	45,863.38	63,122.58	348,565.65	457,551.61
2021	63,843.93	70,344.69	1,039,715.22	1,173,903.84
2022	29,725.71	109,562.89	1,200,484.23	1,339,772.83
Grand Total	203,950.82	332,570.68	3,681,069.84	4,217,591.34

Q2

	Courier	Taxis	Grand Total
2018	37,464.93	41,198.12	78,663.05
Cancer Services		426.11	426.11
Community Hospitals		16,819.27	16,819.27
Critical Care		2,808.34	2,808.34
Digital Services Division		-	-
Health & Social Care		9.00	9.00
Medical Directorate		10,099.75	10,099.75
Nursing Quality and Professional Development		146.90	146.90
Operations	37,464.93	3,723.63	41,188.56
Orthopaedics Directorate		75.21	75.21
Professional Services Directorate		27.80	27.80
Research and Development		3,080.34	3,080.34
Specialist Surgery Directorate		193.69	193.69
Surgery I Directorate		1,654.47	1,654.47
People Directorate		624.44	624.44
Women & Child Health Directorate		1,509.17	1,509.17
2019	27,052.87	48,342.40	75,395.27
Cancer Services		1,034.50	1,034.50
Community Hospitals		9,609.31	9,609.31
Critical Care		3,155.54	3,155.54
Diagnostics Directorate		97.13	97.13
Digital Services Division		36.26	36.26
Health & Social Care		9.40	9.40
Medical Directorate		19,661.87	19,661.87
Nursing Quality and Professional Development		220.10	220.10
Operations	27,052.87	1,612.44	28,665.31
Orthopaedics Directorate		55.60	55.60
Professional Services Directorate		42.00	42.00
Research and Development		5,631.31	5,631.31
Specialist Surgery Directorate		533.80	533.80
Surgery I Directorate		1,862.51	1,862.51
People Directorate		1,611.96	1,611.96
Women & Child Health Directorate		3,168.67	3,168.67
2020	45,863.38	63,122.58	108,985.96
Cancer Services		269.09	269.09
Community Hospitals		12,032.69	12,032.69
Critical Care		2,965.09	2,965.09
Medical Directorate		19,636.24	19,636.24
Nursing Quality and Professional Development		380.75	380.75
Operations	45,863.38	1,382.13	47,245.51
Orthopaedics Directorate		207.39	207.39
Research and Development		10,845.15	10,845.15

Specialist Surgery Directorate		1,411.72	1,411.72
Surgery I Directorate		2,064.21	2,064.21
People Directorate		6,339.27	6,339.27
Women & Child Health Directorate		5,588.85	5,588.85
2021	63,843.93	70,344.69	134,188.62
Cancer Services		826.54	826.54
Community Hospitals	408.32	19,412.63	19,820.95
Covid/Nightingale	2,400.00	139.89	2,539.89
Critical Care		1,608.59	1,608.59
Diagnostics Directorate		173.20	173.20
Digital Services Division		150.00	150.00
Finance		42.20	42.20
Medical Directorate		26,483.34	26,483.34
My Care Programme	18,794.50	1,074.70	19,869.20
Operations	42,241.11	92.59	42,333.70
Orthopaedics Directorate		155.20	155.20
Research and Development		8,074.21	8,074.21
Specialist Surgery Directorate		1,564.80	1,564.80
Surgery I Directorate		1,918.43	1,918.43
People Directorate		3,540.55	3,540.55
Women & Child Health Directorate		5,087.82	5,087.82
2022	29,725.71	109,562.89	139,288.60
Cancer Services		4,176.08	4,176.08
Community Hospitals		32,994.83	32,994.83
Critical Care		2,211.81	2,211.81
Diagnostics Directorate	12,681.65		12,681.65
Digital Services Division		598.01	598.01
Finance		-	-
Medical Directorate		45,702.49	45,702.49
My Care Programme		-	-
Nursing Quality and Professional Development		7.50	7.50
Operations	17,044.06	925.83	17,969.89
Orthopaedics Directorate		1,709.58	1,709.58
Research and Development		2,326.70	2,326.70
Specialist Surgery Directorate		530.18	530.18
Surgery I Directorate		1,732.81	1,732.81
People Directorate		12,570.49	12,570.49
Women & Child Health Directorate		4,076.58	4,076.58
Grand Total	203,950.82	332,570.68	536,521.50