Freedom of Information Act 2000 – Information Request

Thank you for your request for information under the Freedom of Information Act which was received on 4 September 2017. I can confirm that we hold part of the information you have requested. You asked the following questions, reproduced in bold below:

We would like the data in financial year.

1. How many taxis* have been sent out to patients who have dialled 999 in your trust last three financial years (2014/15, 2015/16, 2016/17)?
   (Please include breakdown of the ‘chief complaints' for each year, for example ‘Choking’ ‘Call Escalated to a red’ etc – or in other words what type of patient the taxis sent out were to? For example, a patient with life-threatening injuries. How many for each category of patient, broken down by that category).

2. How many paramedic vehicles** have been sent out to patients who have dialled 999 in your trust last three financial years (2014/15, 2015/16, 2016/17)?

3. How many taxis have been sent out to patients who have dialled 111 in your trust in the last three financial years (2014/15, 2015/16, 2016/17)?

4. How many paramedic vehicles have been sent out to patients who have dialled 111 in your trust last three financial years (2014/15, 2015/16, 2016/17)?

   Please see attached report

5. (Relates to question 1) How much did the trust spend on taxis in relation to 999 calls in the last three financial years (2014/15, 2015/16, 2016/17)?

6. (Relates to question 1) How much did the trust spend on taxis in relation to 111 calls in the last three financial years (2014/15, 2015/16, 2016/17)?
In relation to questions 5 and 6, the Trust does not hold this level of information however we can provide taxi expenditure for 2014 to 2017:

2014/15 – £722,135  
2015/16 – £550,238  
2016/17 – £693,375  

7. Is there any other vehicle, other than a trust vehicle that has been used to ferry patients after a 999 call, e.g helicopter, public transport bus etc,? If so please supply details…

Please see attached report

*Taxi meaning : cab/mini-cab/private-hire etc
**Paramedic

If you are not satisfied with the information we have provided, you can request an internal review which will be carried out by someone not involved with your original request. Mr Paul Aitken-Fell is the Trust’s Consultant Paramedic, his contact details are:

Paul Aitken-Fell  
Consultant Paramedic  
North East Ambulance Service NHS FT Trust  
Bernicia House  
Goldcrest Way  
Newburn Riverside  
Newcastle upon Tyne  
NE15 8NY

If you remain unhappy with the outcome of the review, you can ultimately complain to:

The Information Commissioner’s Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Yours sincerely

[Signature]

Mark Cotton  
Freedom of Information Lead