

Reference:	FOI.8930.22
Subject:	Use of private taxi and ambulance firms
Date of Request:	17 May 2022

Requested:

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 five financial years, how much was spent on private taxi and ambulance journeys, and how many times were they used?
2. Which companies were used for this work?
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.?
4. How much was spent on transporting patients, how many times were they used, and what percentage of all patient transport was this?
5. Of the patient transport, how many were emergency calls, what percentage of all emergency calls were they and what was the financial cost?
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?
7. What was the highest and lowest charge for one journey?

Response:

Hywel Dda University Health Board (UHB) regrets to inform you that it does not hold all of the information requested. The Welsh Ambulance Service NHS Trust (WAST) holds the information required in relation to the use of private ambulance firms.

We therefore recommend that you redirect this part of your request to the Freedom of Information Team in WAST, who may be able to help you with your enquiry. Contact details are as follows:-

FOI.amb@wales.nhs.uk or alternatively, you can contact: Freedom of Information Officer, Welsh Ambulance Services NHS Trust Headquarters, Ty Elwy, Unit 7, Ffordd Richard Davies, St Asaph Business Park, St Asaph, Denbighshire, LL17 0LJ.

However, the UHB provides below, the information it holds in relation to the use of private taxi firms.

1. The UHB provides, within the table below, the total spend on private taxis and the number of journeys undertaken, during the financial years 2017/18 to 2021/22.

Financial year	Total spend	Number of journeys
2017/18	£112,131.00	2,235
2018/19	£108,682.00	2,374

2019/20	£139,953.00	2,891
2020/21	£141,944.00	2,973
2021/22	£212,674.00	3,251

2. The UHB provides, within the table below, the taxi companies utilised, for the majority of journeys undertaken, who are contracted by the UHB, during the financial years 2017/18 to 2021/22.

Taxi company
Chris Cars
Gary's Cabs
Cleddau Cars
Home James

However, on the rare occasions where a contracted taxi is unavailable e.g. unable to respond in a timely manner, the UHB utilises alternative local providers. Therefore, the UHB provides, within the table below, the other taxi companies utilised, during the financial years 2017/18 to 2021/22.

Taxi company
Cofia Cabs
MC Taxis
Paul's Taxis
Rocky's Taxis

3. The UHB provides, within the table below, the reasons for use and the percentages, during the 2021/22 financial year.

Reason for use	Percentage
Discharge	42.2%
Doctor Transport	13.5%
Staff Transport	10.1%
Staff transfer	8.5%
Patient Transport	5.9%
Samples	4.2%
Escort	4.0%
Medical Student	3.4%
Parent & Child	3.5%
Drugs	1.4%
NEPT	1.0%
Equipment	0.8%
Reason not recorded	0.5%
Medical Records	0.4%
Personal Belongings	0.2%
TTO	0.2%
Admission	0.1%
Drugs (oncology)	0.1%
Patient Transfer	0.1%

Relative Transport	0.1%
Mail	0%

4. The UHB provides, within the table overleaf, the total spend on the transportation of patients, the number of times utilised and the percentage of all patient transport, during the 2021/22 financial year.

Financial year	Total spend	Number	Percentage
2021/22	£86,822.00	1,904	58%

5. The UHB does not hold this information. Therefore, please redirect to WAST, using the contact details provided above.
6. All patients transported by taxi are non-urgent. Please see response to question 4.
7. The UHB provides, within the table below, the highest and lowest charges for one journey by taxi, during the 2021/22 financial year.

Highest charge	Lowest charge
£522.00	£3.00