

**Taxi Usage and Inter Hospital Transport Policy**  
**UHL**

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## REVIEW DATES AND DETAILS OF CHANGES MADE DURING THE REVIEW

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This Policy was reviewed and submitted to the Policy and Guidelines Committee- July 2016. Superseding versions up to and including December 2019, incorporated minor updates and adaptations.

### Changes 2024:

Complete rewrite to reflect changes in process since 2019.

The Policy will be subject to review in 12 months' time, and thereafter every 3 years.

## KEY WORDS

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Hopper bus service and UHL Internal vans services  
Alternative transports options  
Non-Emergency Patient Transport Services (NEPTS)  
Ambulance provider  
Taxi usage criteria  
Taxi usage out of hours  
Taxi SOP  
CSC (Customer Service Centre) helpdesk  
Taxi approvers/authorisers

# 1 Policy statement and purpose

## 1.1 Statement

UHL (University Hospitals of Leicester) is committed to providing a quality healthcare service and achieving the best value in resource use. The Trust seeks to reduce reliance on Taxis, ensuring the efficient and effective use of internal resources, minimising costs through the appropriate use of Taxis, and avoidance of Taxi misuse in line with the guidelines set out by UHL for Trust businesses.

## 1.2 Purpose

The criterion for the permissible use of Taxis has been outlined in this document. This includes the booking process for Taxis, the authorisation method for Taxi usage, and the alternative transport options already in place. As such, this policy's purpose is to identify and familiarise all UHL staff with the Taxis' Standard Operating Procedure for booking, with an aim to keep staff member Taxi usage to a minimum where alternative means are available. In the exceptional circumstance where Taxis are used, the staff members must claim Taxi fares using the UHL's '**e-expenses**' **System** as part of our HR Systems and Payroll modernisation.

# 2 Roles and responsibilities

This policy applies to all UHL staff who require the transportation of persons/products and/or equipment and who are associated with- or involved in- the process to request, order, and/ or authorise the use of Taxis to be charged to UHL.

## 2.1 Head of operations/Deputy head of operations are responsible for:

- Ensuring this policy is implemented within their operational services.
- Ensuring Taxi requests raised by the department are reviewed on a regular basis by the budget holders.
- Identifying who the authorising managers are within each service/specialty and ensure the service/specialty are aware of the authorising managers.
- Inform the CSC helpdesk manager/team if there are any changes to the authorising managers list provided.

## 2.2 Authorising managers are responsible for:

- Familiarising with the permissible/impermissible use of Taxis.
- Authorising Taxi requests in accordance with the criteria set out in this policy.

- Ensuring the Taxi Booking Procedure is followed when requesting a Taxi.
- Have an awareness of the alternative transportation options provided by UHL where Taxi usage can be avoided.

### **2.3 Budget holders are responsible for:**

- Reviewing timely Taxi usage reports regarding requests raised by their department and once approved/checked, to ensure the patient transport manager is informed, especially if there are issues with the frequency of journeys undertaken within the service.
- Ensuring the Taxi Booking Procedure is followed when requesting a Taxi.
- Query Taxi requests where it does not fall within the criteria outlined within this policy.
- Actively encouraging sustainable transport options amongst staff wherever possible.
- Ensure medical notes/ pharmaceutical products and/or any other sensitive and confidential items follow the guidance outlined in this policy when using Taxis and follow the appropriate SOP process maps outlined above.

### **2.4 All UHL staff when booking Taxis are responsible for:**

- Familiarising themselves with this policy, and its associated materials, and understanding the implications for their own work practices, including criteria for booking Taxis for medical equipment, patients, staff, medical notes etc.,
- Have an awareness of who the authorising managers are in their service/department.
- Adhering to this policy, and associated materials, specifically the process for booking a Taxi.

### **2.5 Customer Service Centre (CSC) or facilities Helpdesk are responsible for:**

- Booking taxi requests in a timely manner.
- Following the Taxi booking SOP outlined in this policy when booking taxis.
- Reject taxi requests if an appropriate authoriser/approver/cost code of taxi is not quoted.
- Ensure accurate booking details/information is inputted into the taxi booking system/software.

**The CSC or facilities helpdesk operate 24/7 365 days of the year and can be contact on: 17888 or 0116 204 7888.**

## 3 Alternative options to Taxi usage- UHL resources and transport services

### 3.1.1 UHL transport options for staff and patients

At UHL, we strive to provide various travel options for our staff, and we are continually reviewing what we offer, which includes all aspects of the Hopper bus service. The aim of UHL is to provide alternatives for those that can use them, this will then free up road and car park spaces for those that need to use their cars. We would advise that people use the 'choose how you move' website (link included below) to establish options and then look on the Trust Intranet (search travel fliers) to find any specific offers for UHL staff. Additionally, there are a variety of discounts available to UHL staff, which is also accessible on the following link: [INsite - SmartGo \(xuhl-tr.nhs.uk\)](https://www.xuhl-tr.nhs.uk)

The Hopper bus is available to both staff and patients every day of the week for a more efficient and cost-effective mode of transport. For full details, see the timetable on the Centre bus website by clicking the following link: <https://www.centrebus.info/media/3505/hospital-hopper-tt-27062022.pdf>

In addition to the Hospital Hopper, all Park and Ride services are currently free to UHL staff (funded by UHL). More information on this can be found on the UHL travel guide flier, click the following link for more information. [A4DL-6pp-UHT Travel Guide-v10.pdf](#).

There is also the council run free HOP! Service free to both patients, staff, and the general public. Click on the link below for further detail: <https://www.leicesterbuses.co.uk/hop>

Furthermore, the following link will provide all patients and staff options for more cost-effective and efficient transportation means should the Hospital Hopper not meet your transportation needs. To see the full list of transport options, click the following link: [...A smarter way to travel for Leicester and Leicestershire > Choose How You Move](#)

**Please note: the links provided above have comprehensive list of travel options for both staff and patients in addition to the several examples given. For future reference, please refer to the above links when searching for available transport options. If there are any changes to the current list of alternatives provided, the Trust's Intranet will be updated, and communication (usually via email) will be made to ensure awareness is maintained.**

### 3.1.2 Patient transportation by hospital services cross-site or to community hospitals.

Patients transported by an ambulance or by the Non-Emergency Patient Transport Services (NEPTS) or equivalent, must have their medical notes transported with them in the vehicle. The notes must be handed to the ambulance staff in a sealed envelope (see table in section 3.3.2 for the acceptable tamper-proof/seal procedure) before their departure. The medical notes must **not** be given to the patient or relative as per UHL policy for the safety of the document and confidentiality of patient information.

For example, the maternity services may frequently have patients transported in an ambulance in urgency. The urgency of the case is not a viable reason to forego handing notes to the ambulance staff, as this process must be always maintained. The patients' medical notes **must** be handed to the ambulance staff before their departure and not to the patient. This process must be adhered to, by all services in the Trust when transporting patients in an ambulance.

### **3.1.3 Patient transportation by other means cross-site or to community hospitals.**

Patient transported in a Taxi, or by a relative must **not** have the notes handed to them, to take with them. Within working hours, the medical records/post room vans must be used. For out of hours, notes transported in a Taxi must follow the procedure outlined in section **2.1.6** and **3.3.2**.

### **3.1.4 Current resources in place for the external transportation of records/notes.**

The Trust is developing a secure and efficient method for the creation and use of medical notes electronically. Whilst this process is underway, the current protocols outlined in the Health Records Management UHL policy must be adhered to, which can be found on the Trust Intranet site. In the urgent instance where Taxis are used for transportation of medical notes, please refer to section 3.3.2 of this policy.

### **3.1.5 UHL transport use for medical notes cross-site and to the community hospital sites.**

Existing daily transportation runs between UHL sites and community sites are already in place by the medical records department. Some run directly between medical records department to other areas via the post rooms on the respective sites. These runs are predominantly used for the medical records team to transport records around, however, may be available for you to use if space permits. If you are currently using Taxis or other means to transport records, please liaise with the

medical records management team to see if there is space on the medical records runs in the first instance.

Store-a-file and post room vans service may be used for transporting medical notes during working hours Monday- Friday cross-site and to the community hospitals. You can call the help desk on 17480 or email one of the below Management inboxes for each site to check availability. As mentioned in the previous section, further information can be found on the Trust Intranet site.

[#medrec.managers@uhl-tr.nhs.uk](mailto:#medrec.managers@uhl-tr.nhs.uk) - LGH (Leicester General Hospital)  
[medrec.mangh@uhl-tr.nhs.uk](mailto:medrec.mangh@uhl-tr.nhs.uk) - GH (Glenfield Hospital)  
[medrec.manlri@uhl-tr.nhs.uk](mailto:medrec.manlri@uhl-tr.nhs.uk) - LRI (Leicester Royal Infirmary)

### 3.1.6 Out-of-hours requirement of medical notes

For out-of-hours transportation needs, staff should aim to avoid this through good planning and co-ordination. However, in the instance where this is not possible, refer to the guidelines for booking taxis outlined in section 4 and follow the SOP (Standard Operating Procedure) in section 3.3.2.

## 3.2 Transport options for patients who require assistance.

Patients who require assistance and meet the eligibility criteria for Non-Emergency Patient Transport Services (NEPTS) must use these services provided for the maintenance of patient care and safety. Staff can visit the site by clicking the link below to check eligibilities for patients and contact the service to arrange transportation. You can also contact the patient transport managers in the Trust for further advice and guidance.

[www.england.nhs.uk/publication/non-emergency-patient-transport-services-eligibility-criteria](http://www.england.nhs.uk/publication/non-emergency-patient-transport-services-eligibility-criteria)

## 4 Criteria for Taxi usage

UHL resources and transport options outlined in section 2 must be considered and prioritised **before** Taxis are used. The occasions under which Taxi usage are permitted are highlighted in this section.

### 4.1.1 Patient Taxi usage criteria

There may be an expectation from patients who have received treatment that transport home will be provided by the Trust. If the medical condition of a patient does not require them to be transported by Ambulance transport, then the Trust is

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not always under obligation to provide this. Wherever possible, patients should be advised to plan for a relative or friend to collect them, or to use public transport. Taxis for patients who have been discharged will only be booked in **exceptional circumstances**; the authorising manager for Taxi requests must assess the requirement against operational guidelines before authorising the booking of the Taxi (see roles and responsibilities for more detail).

In the case of planned discharges from the hospital, every effort should be made by staff for any transportation requirements to be undertaken by a relative or friend of the patient. If, where there is a clinical or mobility need, a patient requires transport to/from hospital, the Customer service Centre should be the first point of contact.

Specifically, for transport of patients, subject to a specific health need as detailed by their clinical assessment, a Taxi may only be requested after all alternative forms of transport have been considered.

The order in which these should be explored are outlined below:

- Patient's own transport or relatives. (This is always the preferred option)
- Appropriate public transport options. See section 2.
- Alternative transport options such as pool cars, volunteer drivers, etc.,

Social or financial reasons are not appropriate justification for a Taxi request for the transport of a patient. If the patient has difficulty in meeting the cost of transport to/from the hospital and is on certain qualifying benefits dictated by the government, they can claim their travel back from HMRC. Click on the link below for further details.

<https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/>

#### **4.1.2 Eligibility criteria for patients to book Taxis via Trust expenses.**

Taxis for patients are only permitted under the following exceptional circumstances, and where no other appropriate alternative transport is available:

- Unscheduled patient discharges from, and transfers between, hospital(s) where there is no other means to transport the patient.
- To transport patients for treatment and/or tests to/from another site, where it is more cost-effective and clinically appropriate to use a Taxi instead of the patient transport service.
- Where travel by Taxi is considered part of a patient's care-planned activities e.g., mental health services: and where it is authorised by the appropriate clinician.
- To take an in-patient to their home to make a home assessment.

- Only under exceptional circumstances, when acute sites are in crisis and require creating flow by supporting timely discharges off site, can requests be made for patient discharges using Taxis. This request must be made by Senior Management/authorising manager on site, to a member of the Customer Service helpdesk.

## 4.2 Staff Taxi usage criteria

Staff travelling to work from their home (or any other place the employee attends for personal reasons, such as the home of a friend or relative) is regarded as “substantially ordinary commuting” and therefore a private journey. This means that the Trust is not liable to provide transportation or compensate for this daily commute to work. Additionally, if your initial location is based at one of the three UHL sites (Leicester Royal Infirmary, Leicester General Hospital, and Glenfield Hospital and/or locations specified within your contract of employment), excess travel reimbursement would not apply for a permanent or temporary change of base.

In addition to the transport options mentioned in section 2.1.1, the Staff Travel Plan provides guidance to all staff-on-staff business travel. This guidance should be applied when ordering a Taxi. Where staff incurs the costs of travelling by Taxi, the costs should be reclaimed through E-expenses. [Expenses logon \(sel-expenses.com\)](https://expenses.logon.sel-expenses.com)

Taxi transport for staff is only permitted in the following non-routine situations:

- Outside of normal working hours - staff are entitled to use Taxis where they are ‘**on call**’ when at home.
- Where staff are required to move **between** sites **out-of-hours** or in urgent cases, for the benefit of the Trust. In the event staff members are being moved cross-site, the use of Taxis will only be permitted to take staff members back to their **original place of work**, or back to the destination that is most cost-effective.
- Only in exceptional circumstances (and with **approval from senior/line manager**) will Taxis be used to transport staff to their home address once the shift is complete. Agreement with authorising manager, or **senior manager, or line manager** must be sought in the first instance and then contact made with the **Customer Service Centre** to arrange.
- In exceptional circumstances, where a staff member becomes ill **whilst on shift** and there are no other means of safely getting home, agreement with **authorising manager, or senior manager, or line manager** must be sought in the first instance and then contact made with the **Customer Service Centre to arrange a Taxi home**.

### 4.2.1 Taxi usage for staff business travel.

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When business travels are unexpected and required in exceptional circumstances- (where it is unspecified within the employment contract) Taxis may be used. Additionally, Taxis may only be used where issues of time, convenience, manual handling of equipment, or personal safety would make public transport impractical.

- Taxis should only be used where it is not practical to travel to/from the location by public transport (i.e., it would significantly increase the length or cost of the journey, or the staff member has significant luggage).
- There is a need to leave home before 7am or leave the location after 9pm.
- Where there are several travelers in the Taxi making it more cost effective than public transport. This should only apply if the Hospital Hopper and Park and Ride bus services (or equivalent) do not cover travel to the desired location and/or are not scheduled to run in the time they are required. In which case, a Taxi may be used.

**PLEASE NOTE:** Staff undertaking additional duties (e.g., overtime) outside of normal working hours are not entitled to Taxi transport reimbursed by the Trust.

#### 4.2.2 Taxis for Personal Use

The fraud act of 2006 pertaining to the fraud by abuse of position [Section 4](#) states that, “it is an offence to commit a fraud by dishonestly abusing one’s position”. And obtaining services dishonestly [Section 11](#) states that, “it is an offence for any person... to obtain services for which payment is required with the intent to avoid payment”. This makes it a criminal offence to charge the Trust for personal use of Taxis (where the criteria for permissible use are not met). Thus, in the instance where a member of staff is found to have used the Taxi service for personal benefit without appropriate authorisation, the employee’s line manager will be informed, and appropriate action will be considered in accordance with the fraud act and in line with appropriate HR advice.

#### 4.3 Taxi criteria for goods and services

Taxis may be required to assist in the rapid transport of goods and services as and when required (see below for a list of items that fall under goods and services category). However, a Taxi should not routinely move any goods or services. Taxis should only be used to transport any items when the **need is urgent**, as defined by the criteria detailed below, and the timing is outside the scope of the Trusts daily internal transport runs. In all other circumstances the Estates internal van service must be used.

Below is a list of items that falls under the category of goods and services (please note, this is by no means a comprehensive list, but provides examples for clarity).

- Medical notes/case notes
- Medical equipment
- Medication
- Samples
- Specimens
- X-rays
- Confidential letters sent in urgency (this must ideally be posted, if needed in urgency appropriate authorisation and scrutiny must be applied)

Prior to ordering a Taxi, staff members are expected to consider if:

- The journey is essential.
- A Taxi can be shared if multiple items from the same department are going to the same location.
- There is an alternative means of transport that can be used – e.g., internal transport, courier, volunteer drivers, Estates vans etc.,
- The item can be safely posted.

#### **4.3.1 Criteria for transporting medication/samples/specimens or any other pharmaceutical products in Taxis.**

The policy for 'The Discharge of Patients to Residential Homes, Care Homes or Community Hospitals prior to TTO medicines being Available' includes viable UHL transport options to ensure medication to the aforementioned areas are completed in a safe and timely manner. We have courier options available for use out-of-hours between the Trust sites and for transporting medication to community sites, care homes etc. Thus, use of Taxis in urgency or out-of-hours can be avoided.

Patients being transferred between sites would travel by an ambulance and would have their medication transported with them (all items must be handed to the paramedic's team). Or, if their medication is available at the receiving hospital, their medication may not always be transported with them, unless it is medication the patient brought from home.

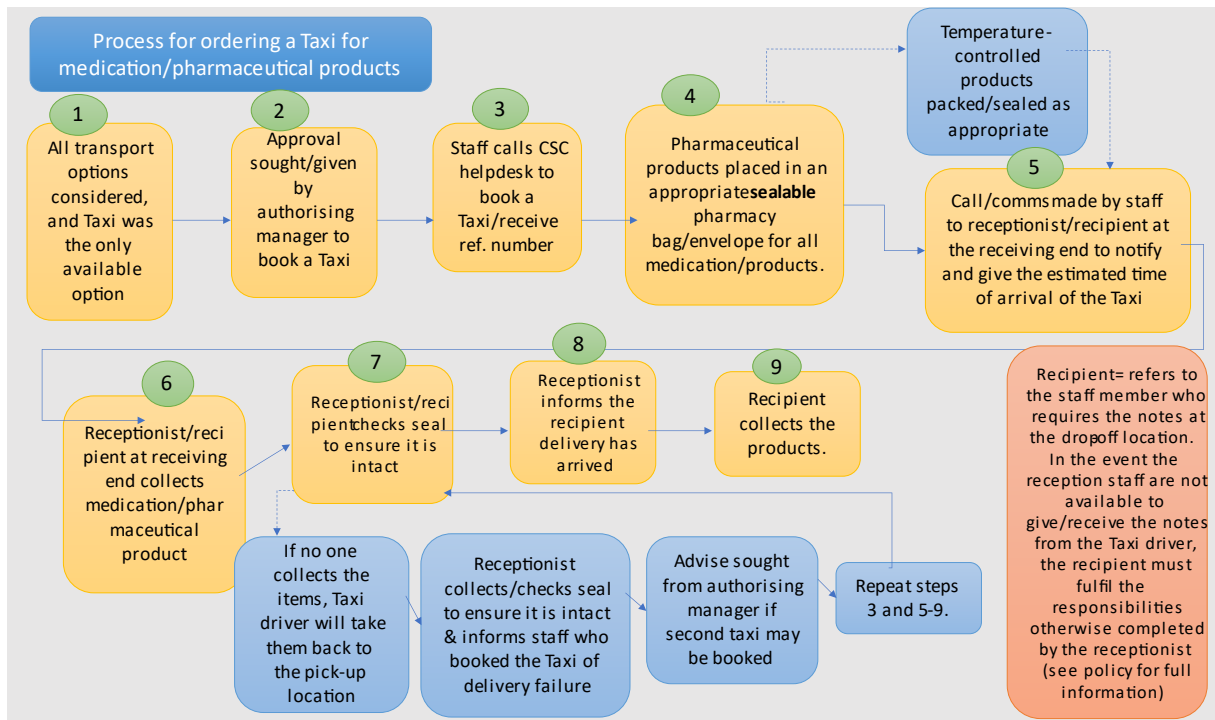
In the meantime, under extraneous circumstances, Taxis may be used **only** after all other alternative options are considered first and will be subject to scrutiny by budget holders if a suitable reason is not provided at the point of booking a Taxi (SOP for booking Taxi under section 4; see roles and responsibilities under section 5). Further detail on the pharmacy SOP when transporting medication can be found in the pharmacy policy on Trust Intranet.

When handing the products to the receptionist, please ensure they are operational to facilitate in the handover of the products to the Taxi driver. Below are the operating hours of the reception desks at each site:

LRI- 7-days a week 8am-8pm

LGH- Mon-Fri 8am-8pm  
 - Sat-Sun 8am-4pm  
 GGH- Mon-Fri 8am-11pm  
 - Sat-Sun 8am-10pm

See below a process map for the steps to follow at each point when using a Taxi for medication/ pharmaceutical products.



### 4.3.2 SOP for transporting medical notes in Taxis.

Below is a table outlining what is considered ideal, acceptable, and not acceptable when transporting medical notes in a Taxi. When following the below guidance, it is important to remember the notes must be handed to the receptionist at each UHL site (see below for operating hours). In the instance where the receptionists are not available or the notes are being transported directly from a ward to a community site, the notes must be handed to the Taxi driver by a member of staff and must be collected by the recipient at the designated seal location from the Taxi driver.

In the instance where a patient is being transferred to a private hospital or hospitals outside of LLR, UHL medical notes must **not** be sent.

The acceptability outlined in the table below also applies to any/all documents containing identifiable information including but not limited to; prescriptions, letters, HR forms etc., It is important to communicate to the recipient of the notes/

documents (receptionist or staff member receiving the notes) that the Taxi driver is on the way, to ensure timely collections.

**Please note:** If no staff member is available to receive the notes/ documents by hand at the drop-off location, the Taxi driver will return to the pickup location and will leave the notes unattended if no receptionist is available. For this, the Trust will be charged for an additional journey and the Trust will be at risk of breaching the GDPR guidelines for patient confidentiality. Thus, it is important to maintain timely communication and collection of the documents.

The receptionists are operational as follows:

LRI- 7-days a week 8am-8pm

LGH- Mon-Fri 8am-8pm

- Sat-Sun 8am-4pm

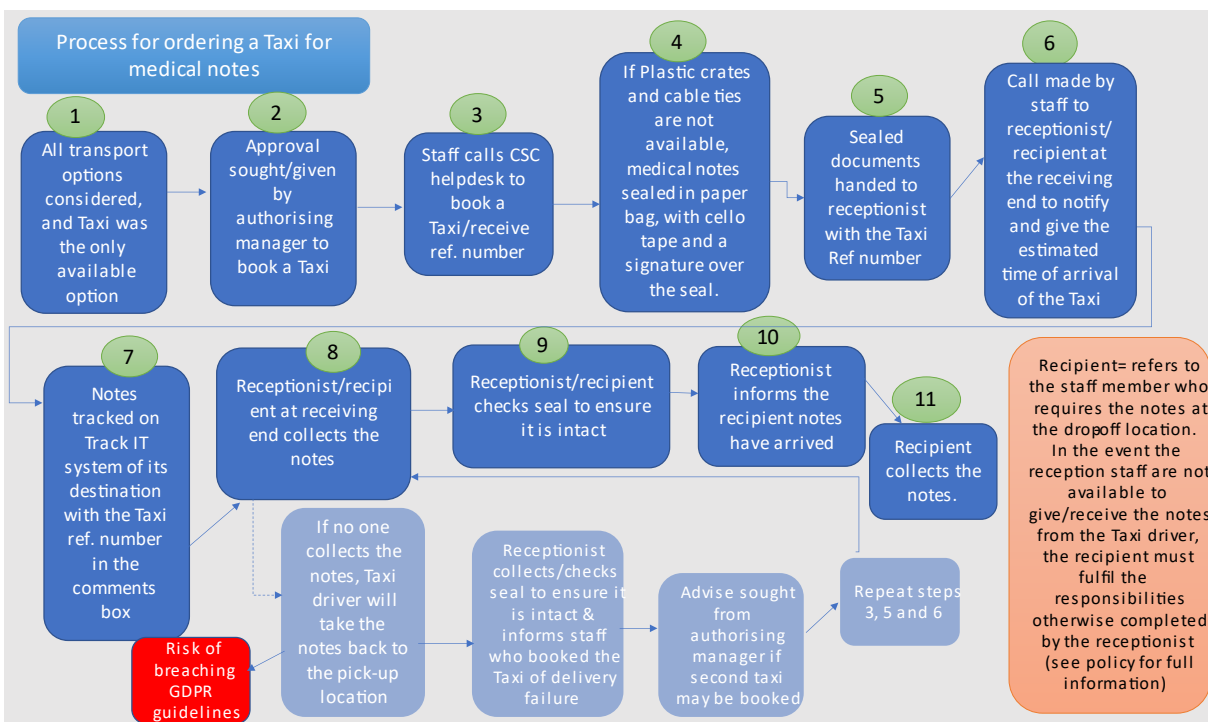
GGH- Mon-Fri 8am-11pm

- Sat-Sun 8am-10pm

Steps	Ideal	Acceptable	Not acceptable
1	Staff member holds onto the notes at the collection point and hands to the Taxi driver upon their arrival.	Staff member hands notes to the receptionist at each reception site.  In the instance where notes are collected from hospital wards or the receptionists are not available out of hours, it must be hand delivered by the staff member to the Taxi driver.	Leaving notes at any hospital entrance and expect the Taxi driver to collect it.
2	Notes placed inside plastic crate with cable tie locks.	Paper bag, sealed with tape with a signature written over the seal (as the tamper-proof measure).	Sent without any cover at all or notes placed in black bin bags/plastic bags used for disposal.
3	Staff member sending the notes updates Track IT with the requester, location, and Taxi reference number included in the comments section.	Staff sending the notes will track them on Track IT and enter the Taxi reference number in the comments.	No form of traceable or auditable process in place.
4	Notes in the plastic crate securely placed in the taxi	Notes sealed correctly (in step 2) when placed in a Taxi, where the seal will be intact during the journey.	Notes visible and easily accessible by non-UHL staff. Where the confidentiality of the patient is easily breached with no way of knowing if the notes are read.

5	Notes hand delivered to recipient (receptionist or staff member) Taxi driver. Track IT updated to confirm its delivery with the Taxi reference number.	Receptionist to collect the notes from the Taxi driver. In the instance where the reception desks are not operational or if the notes are transported to the community hospital wards, Recipient meets the Taxi driver and hand receives the notes. The recipient needs to update Track IT to confirm receipt of the records and Taxi ref. Number of the journey.	Taxi driver drops notes at reception with no-one to collect them.
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See below a process map outlining the ‘acceptable’ steps to follow when using a Taxi for transporting medical notes.



**IMPORTANT:** Any notes left unattended at any one time, are at risk of breaching the confidentiality of patient information as outlined in the ICO section of the GDPR (General Data Protection Regulation) guidelines. It is therefore essential to adhere to the acceptable options outlined in the table above when the ideal options are not feasible.

### 4.3.3 Transport of medical equipment

The need to transport medical equipment is normally avoidable by good planning and co-ordination within working hours. When the need for external transport arises, all efforts must be made to utilise the Trusts vans- Estates and Facilities for equipment breakdowns and equipment transportation where possible, by contacting the Customer Service Centre for its availability. In the instance where this is not possible, refer to the information on the procedure for booking Taxis under section 4.

### 4.3.4 SOP for transporting medical equipment.

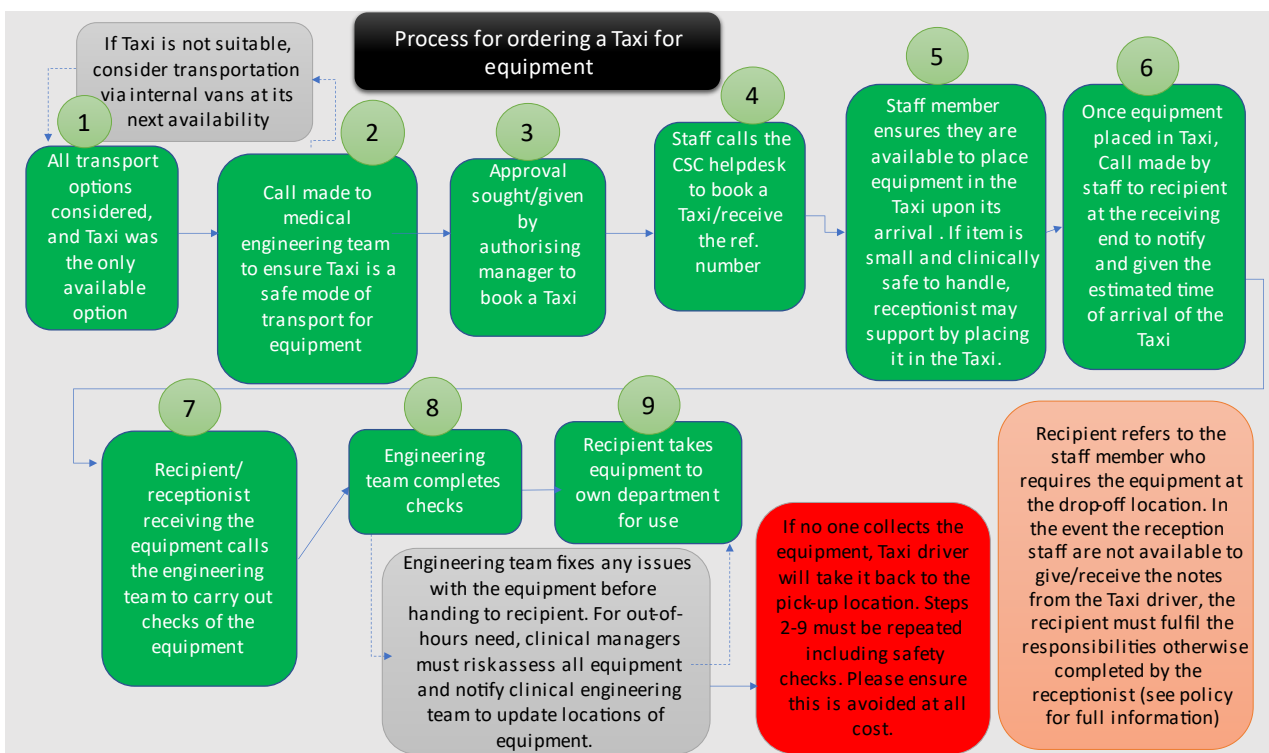
All medical equipment must have a safety check performed by the medical engineering team after being transported to and from each UHL site. This is to ensure that the equipment's are safe to handle by UHL staff for patient use. The reception desk at each site must then call the extension number for the medical engineering team at the relevant sites.

The extension numbers for the engineering teams are:

**LRI - x15117**  
**GGH - x13511**  
**LGH - x14657**

It is the duty of the staff member responsible for using the equipment to ensure they inform the reception desk at the relevant site, to call the above extension numbers upon the arrival of the equipment. Once the appropriate checks have been carried out, the equipment may then be set up and handled by the responsible staff members. The safety checks **must** be completed each time the medical equipment is transported to a different location.

In the instance where a Taxi is used for transporting medical equipment, the below process map must always be adhered to.





#### 4.4. SOP for transporting any other items.

Any other item that is not categorised under the above sections, or if you are unsure which category the item falls under, please use the process maps outlined in the above sections as a guide to support you in selecting a process that is most appropriate for your needs.

### 5 Taxi booking process

#### 5.1.1 Standard Operating Procedure (SOP) when booking Taxis.

This section will cover the standard procedure through which Taxis must be booked. This update in the booking procedure applies to **all** acute sites across all CMGs (Clinical Management Groups) who currently book via the reception desks, the Duty Manager and/or through own mobile phones. It is the responsibility of the **approved** authorising manager within the department to first authorise the booking of Taxis in line with this policy **each** time it is requested. If you are unsure of whom the authorising managers are in your service, please raise this with your line manager or senior manager.

This booking procedure must be applied at all times, including weekends and bank holidays. The Helpdesk is operational 24/7, 365 days a year.

#### Staff should:

- Call the Facilities Helpdesk on 17888 (0116 204 7888) when wanting to book a Taxi.

To request a Taxi, you will need to provide:

- Caller's name,
- Pick-up and drop-off locations
- Cost Centre (account code, if using Swift Taxis)
- CMG groups (Clinical Management Groups)
- Reason for journey i.e., for patient discharges, staff on call, or as outlined in the criteria in this policy.
- Contact number for recipient at the drop-off location **and** ward/office number to be given to the Taxi driver.
- Any additional support the Taxi must provide i.e., wheelchair accessibility, patient drop-off to the doorstep, vulnerable patients who require time entering/exiting the Taxi or any other anticipated support that may be required.
- Name of person authorising Taxi request.

- A separate Taxi must be booked for return journeys following the same process outlined in this section.

If the CSC helpdesk team ask for additional information or clarifications, it is for your benefit to ensure timely arrivals. Please aim to answer as best as you can. If no additional requirements are needed, the Taxi requests will be straightforward.

You will then be provided with a reference number. An ETA (Estimated Time of Arrival) for the Taxi cannot be provided as this is dependent on the location/proximity of the Taxi driver to the pick-up site when accepting the journey, but if the Taxi does not arrive within a reasonable time, inform the helpdesk who can follow up your query. Upon the arrival of the Taxi, you may ask the Taxi driver of the approximate time it takes to arrive at the drop-off location to inform staff at receiving end to facilitate timely collections.

### **5.1.2 Advanced and block bookings of Taxis.**

You are also able to book Taxis in advance for better planning and coordination needs. Additionally, if you require multiple journeys within a set period, this can also be facilitated. Please follow the SOP for booking Taxis in this case also. The helpdesk will guide you on the additional information to provide as necessary i.e., number of journeys to block book, times each journey is required etc.,

### **5.1.3 Taxi waiting times.**

Waiting times will be charged by all Taxi companies and staff should ensure that booking times are realistic to avoid the Trust incurring unnecessary costs. If a return journey is required, then a **second** Taxi must be booked for the return journey using the same Taxi booking procedure outlined above.

### **5.1.4 Taxi cancellations.**

Inform the helpdesk **immediately** if you no longer require a Taxi. It will be useful to provide the reference number you were given when requesting cancellations. The earlier the cancellations or adjustments requested from the helpdesk, the more likely the adjustment will be made in a timely manner.

## **5.2 Circumstances where Taxi requests may be rejected.**

Staff will not:

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- Make a direct phone call to order Taxis through the reception desk and/or own mobile phones.
- Order Taxis without getting the approval of the authorising manager.
- Expect every Taxi request to be accepted if the reason does not meet the criteria for permissible usage.
- Order Uber and/or equivalent transport services and **expect** Trust reimbursements.

Staff will be required to justify the reason for booking a Taxi and the Customer Service Centre will process the Taxi requests and will ensure the service operates in line with this policy. This will include:

- Informing departments of alternative transport available e.g., internal vans, pool cars, and the Hopper bus.
- Utilising alternative transport options where available.
- Ensuring that all relevant booking information is received and recorded on their system from the requesting ward or department.

### **5.3 General advice to follow when requesting a Taxi.**

The helpdesk is not responsible for delays of Taxis or its arrival times. They ensure the booking requests of UHL staff are facilitated by the Taxi suppliers and are a central point of contact for all Taxi bookings. It is the responsibility of the Taxi supplier to ensure the Taxi arrives in a timely manner. Thus, feedback provided to the Helpdesk may support with the service the Taxi supplies us in the future. Please ensure you treat the Helpdesk members with respect and dignity when providing feedback and/or when making a follow-up call.

**IMPORTANT:** It is essential you follow the above outlined procedure when booking a Taxi and all Taxi requests must go through the Customer Service Centre. The CSC Helpdesk have an updated list of all Taxi suppliers contracted with UHL with a platform that can audit the Taxi journeys each month. This will also ensure the Taxi suppliers are held accountable in the instance where there are issues with the journey (i.e., lost property, injuries to staff and patient etc.,)

### **5.5 Payment for Taxis**

The Trust has implemented and are operating on a '**No Purchase Order No Pay**' (No PO No Pay) policy. This means that, all purchases must have a purchase order raised through the UHL eProcurement system.

#### **What does No PO No Pay mean when buying goods/services?**

- All purchases must have a valid requisition, purchase order and good received note (GRN) for them to be passed for payment.
- Where invoices do not have a Trust Purchase Order the invoice will be rejected, not paid, and will be returned to the supplier.
- All purchase orders must state the name of the person to receive the goods.
- All purchase orders must have the address of department/ward the goods/services are to be delivered.
- All goods/services received must be GRN'd on the UHL eProcurement (Cedar) system before payment can be made.

For us to pay invoices from Taxi suppliers promptly, please ensure that you provided a valid and correct purchase order and once the goods and/or services have been received, the store or authoriser must **goods receipt** to confirm that all the ordered goods or services have been received on the Trusts' purchasing system. This will facilitate a **3-way match** and only then will the invoice from the supplier be paid. Invoices without valid purchase orders, or where goods have not been receipted on the system, will be rejected.

## 6 Process for monitoring compliance

The usage of Taxis and compliance with this policy and Trust expenditure will be kept under review in the following ways, outlined in the table below.

Element to be monitored	Lead	Tool	Frequency	Reporting arrangements Who or what committee will the completed report go to.
Taxi activity and spend	Patient transport manager/head of patient transport	SharePoint (or an equivalent software for tracking activity and spend)	Monthly review Monthly report	Initial presentation to go to OMG meeting (10-15 min) and for consequent reports to be sent to each CMG corporate meetings.
Taxi usage	Patient transport manager/head of patient transport	ATM platform, SharePoint (or an equivalent software for tracking usage)	Monthly review Monthly report	Initial presentation to go to OMG meeting (10-15 min) and for consequent reports to be sent to each CMG corporate meetings.

Supplier performance	Patient transport manager/head of patient transport	Trust contract management framework/KPIs	Mid-year review Report in 3 years' time	Procurement and contracts Committee 10-15 min
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## 7 Process for version control, document archiving and review.

This document will be uploaded onto SharePoint and available for access by Staff through Trust Intranet or its equivalent counterpart. This document must be communicated to clinical and non-clinical staff members within their meetings, and awareness must be spread to other staff members within the Trust. It will be stored and archived through this system. This policy will be initially reviewed in 12 months' time by the Head of Patient Transport to consider any electronic system developments and/or internal transportation options that are currently not available but are in the process of development. The policy must thereafter be reviewed every 3 years by the Head of Patient Transport.