

# Taxi Bookings

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# Taxi Bookings

## Introduction

We have a number of taxi accounts that can be used to transfer patients to our IUC treatment Centre's or hospitals for treatment in exceptional circumstances.

## Objectives of the procedure

To give clear instructions on how to order a taxi, what taxi company should be used and what information is required to be given to the taxi company. Also, when it is appropriate for a taxi to be used and what is an exceptional circumstance.

## The Standard Operating Procedure

The decision to arrange a taxi for a patient should always be based on the clinical requirement for them to be seen. If a clinician advises that the patient should attend an appointment/hospital, they should explore ways of the patient attending such as:

- Making their own way there,
- Arranging a lift from a friend or family member,
- Arranging their own taxi.

If they are unable to do any of the above, a taxi can be arranged by BrisDoc.

We currently use 2 taxi companies, Veezu taxis & Zoom taxis.

We use Veezu for WDPL/CAS, IUC and Osprey head office.

We use Zoom for Homeless Health Services & Second Step.

Veezu taxis - each service has an account number, account name & a pin number. Each service will need to give specific information to be able to order a taxi. This is listed below: -

<b>Veezu - 0117 925 2626</b>			
<b>Account number</b>	<b>Account Name</b>	<b>PIN</b>	<b>Additional info needed to book a taxi</b>
B593	Brisdoc Severnside IUC	X8092	Patients name, patients contact number
N592	Brisdoc (For head office bookings)	X4696	Name of passenger, passenger contact number
G844	WDPL / CAS	X9484	Case number, name of patient, patients phone number, patients' surgery or location code.

## Taxi Bookings

Zoom taxis - as above applies, but there are no account numbers. Only account names & PIN numbers.

Zoom - 0117 955 5555			
Account number	Account Name	PIN	Additional info needed to book a taxi
/	Homeless Health Service (HHS)	HHS BS2	Patients name, patients contact number
/	HHS Second Step	SSHHS BS2	Patients name, patients contact number

WDPL / CAS – G844 account – This taxi account is paid for by the NHS Primary Care Network – Shared Business Services. This was introduced by the PCN to save ambulances being sent out for non-emergency transfers. It is a shared account, so other services can use, but each service has a different PIN, so this must not be shared. Invoices for this account go directly to [sbs.apinvoicing@nhs.net](mailto:sbs.apinvoicing@nhs.net) and they are paid by the PCN.

Brisdoc pay for all other taxi accounts.

### Monitoring

IUC - At each treatment centre the host has a taxi log book. Each taxi booked needs to be logged in here. The SDT will check the invoices before they are passed for payment.

WDPL / CAS – Brisdoc do not pay for taxis booked on this account and there is no requirement for these to be logged.

Head Office – Head Office taxi use.

HHS – Jane Glydon completes a taxi log sheet each month. At the end of the month, she will email this to [facilities.brisdoc@nhs.net](mailto:facilities.brisdoc@nhs.net) so we can cross check the taxis ordered tally with what has been booked.

Second Step – They do not keep a record of what has been ordered. Brisdoc pay their taxi bill and then accounts invoice Second Step adding a 10% admin fee to the invoice.

### Related Documents

Invoices are saved –

S:\FACILITIES & BASES\12 INVOICING\OSPREY & OOH\Veezu ( V Cars ) - B593 - Brisdoc Severnside IUC

S:\FACILITIES & BASES\12 INVOICING\OSPREY & OOH\Veezu ( V Cars )- N592

S:\FACILITIES & BASES\12 INVOICING\OSPREY & OOH\ZOOM TAXIS

# Taxi Bookings

## Change Register

Date	Version	Author	Changes