

Date: 20th November 2025

Digital Taxi Request System - corrected launch date: 26 November

We would like to confirm that the correct go-live date for the Trust's new Digital Taxi Request System is Wednesday 26th November 2025. A previous communication referenced 24th November, which was incorrect.

From 26th November, all taxi bookings for patients, staff and goods must be submitted through the new digital system. This will replace every current process, including paper forms, old numbers and legacy electronic requests.

The new system will provide a simpler and more transparent way to book taxis. It will:

- Automatically route each request to the correct executive-level authoriser
- Improve visibility, auditability and cost control across all bookings
- Send approved requests directly to the relevant team for electronic dispatch
- Create a consistent, standardised approach across the Trust

You will be able to access the system from the staff intranet homepage from 26th November. A direct link will be shared shortly.

All staff are asked to delete and discontinue use of any old taxi request forms, numbers or saved links by this date.

If you experience any issues once the system is live, please contact Rob Jewsbury, Head of Soft FM, who will act as the first point of contact.

Thank you for supporting the move to a more efficient and consistent taxi booking process across WUTH.

