



Ref: FOIA Reference 2024/25-630

Date: 30<sup>th</sup> December 2024

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear Sir/Madam

I am writing to acknowledge receipt of your email dated 10th December 2024 requesting information under the Freedom of Information Act (2000) regarding Patient Transport Services

**Q1 Please may I request the following under the Freedom of Information Act.**

**All questions relate to non-emergency patient transport services (NEPTS). You may have one supplier for all types of patient transport, or you might have different providers and contracts broken down into lots including NEPT, Secure, HDU, Taxi, Renal, Oncology etc. Please provide details for all services.**

**If you have awarded a new contract which is in mobilisation but has not yet gone live, please provide relevant details for that contract, not your current contract in demobilisation.**

**If you do not commission these services, please advise which NHS organisation manages this on your behalf.**

**Who provides (or has been awarded to commence) your patient transport services?**

A1 The NEPTS services are commissioned by the Integrated Care Board (ICB) and therefore they would need to provide the information requested. [enquiries@staffsstoke.icb.nhs.uk](mailto:enquiries@staffsstoke.icb.nhs.uk)

**Q2 When does the current (or mobilising contract) contract end?**

A2 As answer 1.

**Q3 What is the value of this contract per annum (i.e. for 2023/24 or the tendered value if not yet live)?**

A3 As answer 1.

**Q4 Have you contracted jointly with other NHS organisations? If so, which organisations?**

A4 As answer 1.

**Q5 Who is the best person to contact regarding NEPTS for your organisation? Please provide a name, position and email address where possible.**

A5 As answer 1.

**Q6 Please share the tender submission for the awarded provider(s). This may be multiple if the service was tendered in lots.**

A6 As answer 1.

**Q7 For all current contracts, please provide the following KPIs by month for the 12 months of December 2023 to November 2024:**

- a. Inbound performance - % of patients arriving on time for their appointment (0 minutes late)**
- b. Outbound performance - % of outpatients collected within 60 minutes of agreed / ready time**
- c. Outbound performance - % of discharges & transfers collected within 60 minutes of agreed / ready time**
- d. Outbound performance - % of patients attending hemodialysis collected within 30 minutes of agreed / ready time**
- e. The abort rate %**

A7 As answer 1.

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

Yours,



**Leah Carlisle**  
Head of Data, Security & Protection and Health Records  
Data Protection Officer