

Our Reference     North East and North Cumbria  
ICB\FOI ICB762

[NECS – John Snow House](#)  
Durham University Science Park  
Durham  
DH1 3YG

Tel: 0191 301 1300  
E-mail: [necsu.icbfoi@nhs.net](mailto:necsu.icbfoi@nhs.net)

By Email

27 February 2024

Dear Applicant

**Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board (NENC ICB)**

Thank you for your request received by North of England Commissioning Support (NECS) on 12 February 2024 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the 5 councils that make it up – Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

**Your Request**

**Introduction and context for this request**

Please find below a request made under the Freedom of Information Act 2000 (the “FOI Act”). I am writing in relation to Patient Care Transport Services in your NHS North East and North Cumbria ICB region and seeking to understand:

1. whether services are provided by in-house or outsourced providers
2. the annual spend of your NHS North East and North Cumbria ICB region on Patient Care Transport Services
3. who your current outsourced providers are and the duration of their current contracts
4. your forward-looking budget for Patient Care Transport Services

**Defining Patient Care Transport Services**

This request is related to Patient Care Transport Services. This is defined as:

- Non-Emergency Patient Transport Services – for example, transport provided for outpatient attendance, dialysis and hospital discharges and interfacility transfers, including bariatric patients.

- High Dependency Unit (“HDU”) Transport – for example cardiac, end of life, ED transfers and neo-natal services. This should exclude urgent care transfers.
- Falls services – providing support for individuals who have fallen within their home, where a non-emergency team is sent to assess the individual for injuries and make their surroundings safe.

Freedom of Information request

The request is laid out in more detail below. There are four questions that I am submitting as part of this Freedom of Information request:

**Question 1:**

Are the Patient Care Transport Services provided in your NHS North East and North Cumbria ICB region provided by an in-house or outsourced provider?

For the purposes of this question:

- “In-house” is defined as transport that is provided directly by the NHS North East and North Cumbria ICB.
- “Outsourced” is defined as transport provided by third-parties. These may be privately owned organisations and/or public organisations such as NHS Ambulance Trusts.

**Question 2:**

What was the annual spend on Patient Care Transport Services in your NHS North East and North Cumbria ICB region over the past five years across both in-house and outsourced providers?

What journey and passenger volumes were associated with this spend?

If the information exists, please break this information down across the three areas identified about (NEPTS, HDU Transport, Falls services Tables are provided below for this

*The response to Question 2 should enable the following table to be completed. Please be clear in the response what time period is being referred to (i.e., calendar year vs. tax year)*

NEPTS	Units	2019	2020	2021	2022	2023
<b>Spend value</b>						
In-house	GBP					
Outsourced ( <i>NHS Ambulance Trusts</i> )	GBP					
Outsourced ( <i>Other 3<sup>rd</sup> party</i> )	GBP					
<b>Total</b>	GBP					
<b>Number of trips made</b>						
In-house	Number					
Outsourced ( <i>NHS Ambulance Trusts</i> )	Number					
Outsourced ( <i>Other 3<sup>rd</sup> party</i> )	Number					
<b>Total</b>	Number					
<b>Number of unique patients served</b>						
In-house	Number					
Outsourced ( <i>NHS Ambulance Trusts</i> )	Number					
Outsourced ( <i>Other 3<sup>rd</sup> party</i> )	Number					

<b>Total</b>	Number					
--------------	--------	--	--	--	--	--

<b>HDU Transport</b>	<b>Units</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Spend value</b>						
In-house	GBP					
Outsourced ( <i>NHS Ambulance Trusts</i> )	GBP					
Outsourced ( <i>Other 3<sup>rd</sup> party</i> )	GBP					
<b>Total</b>	GBP					
<b>Number of trips made</b>						
In-house	Number					
Outsourced ( <i>NHS Ambulance Trusts</i> )	Number					
Outsourced ( <i>Other 3<sup>rd</sup> party</i> )	Number					
<b>Total</b>	Number					
<b>Number of unique patients served</b>						
In-house	Number					
Outsourced ( <i>NHS Ambulance Trusts</i> )	Number					
Outsourced ( <i>Other 3<sup>rd</sup> party</i> )	Number					
<b>Total</b>	Number					

<b>Falls Services</b>	<b>Units</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Spend value</b>						
In-house	GBP					
Outsourced ( <i>NHS Ambulance Trusts</i> )	GBP					
Outsourced ( <i>Other 3<sup>rd</sup> party</i> )	GBP					
<b>Total</b>	GBP					
<b>Number of trips made</b>						
In-house	Number					
Outsourced ( <i>NHS Ambulance Trusts</i> )	Number					
Outsourced ( <i>Other 3<sup>rd</sup> party</i> )	Number					
<b>Total</b>	Number					
<b>Number of unique patients served</b>						
In-house	Number					
Outsourced ( <i>NHS Ambulance Trusts</i> )	Number					
Outsourced ( <i>Other 3<sup>rd</sup> party</i> )	Number					
<b>Total</b>	Number					

**Question 3:**

If outsourced providers are used to deliver Patient Care Transport Services in your region, please list the outsourced providers that are currently providing these services. Please also specify for each provider:

- The start and end date of their current contract (not including any extensions)
- Whether there is an optional extension period and how long this extension period is
- How many bidders participated in the last tender round for each contract

Please provide this for each of the three areas outlined above (NEPTS, HDU services, and Falls services)

**Question 4:**

What is your budgeted spend on Patient Care Transport (across NEPTS, HDU services, and Falls services) in the financial years, 2023-24 and 2024-25?

**Our Response**

**Question 1:**

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds some of the information you have requested. However, this is available within the NENC ICB publication scheme which can be accessed on the ICB website: [Publications scheme | North East and North Cumbria NHS \(northeastnorthcumbria.nhs.uk\)](https://northeastnorthcumbria.nhs.uk/publications-scheme) or please refer to our previous related request, our ref FOI ICB658, from the NENC ICB FOI Disclosure Log at: <https://northeastnorthcumbria.nhs.uk/foi-disclosure-log>

In accordance with s.21 of the FOIA, we are not required to provide information in response to a request if it is reasonably accessible to you by other means.

**Question 2:**

On this occasion it is not possible to provide the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm the ICB does not hold any of the information requested.

**Question 3:**

Please refer to the responses to question 1.

**Question 4:**

Please refer to the responses to question 1.

In accordance with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your review, you do have the right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act 2000. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.org.uk](http://www.ico.org.uk)

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 [www.legislation.gov.uk](http://www.legislation.gov.uk) . This will not affect your initial information request.

Yours sincerely

*S Davies*

**S Davies**  
**Information Governance Officer**