



North East and North Cumbria

Our Reference HM\North East and North
Cumbria ICB\FOI ICB658

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21 December 2023

Applicant
By Email

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 06 December 2023 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).

Details of Request and Response

This is an FOI request under the Freedom of Information Act 2000. Please provide the following information you have pertaining to Non-Emergency Patient Transport Services (NEPTS) within your ICB (or previous CCG areas).

1. Which organisations currently provide Non-Emergency Patient Transport Services (NEPTS) to the ICB (or previous CCG areas)?
 - a. If multiple NEPTS providers are used, please specify which area (or previous CCG area) each provider covers

Northwest Ambulance Service for North Cumbria.

North East Ambulance Service for the rest of the ICB

2. Within the ICB (or previous CCG areas) when did current NEPTS contract start, and what is the contract end date? Please specify any contract extension dates.

NWAS - commenced in 2016 for 5 years with option to extend for two years. Procurement process currently under way across NW footprint to re-procure a NEPTS service. Due to issues raised by potential bidders on their ability to implement the contract and availability of vehicles it has been necessary to extend the existing contract following procurement advice for one year to allow for fair approach. Therefore, current contract end date is now 31 March 2025.

NEAS - Historically the 999 and NEPTS have been wrapped up in a block agreement. The end date for this contract is the 31st March 25.

3. What is the annual NEPTS contract value for the last three years (year end 31 March) for your ICB (and previous CCG areas)? If not available, please provide data for any available years.
- 2020/21
 - 2021/22
 - 2022/23

NWAS - c. £21m over 7 years but not able to provide an exact figure due to the block payment arrangement covering 999, 111 and NEPTS.

NEAS - Wrapped up in an overall block contract agreement with NEAS and this also includes all aspects of the 999 service. Therefore, unable to give an exact figure for NEPTS.

4. How many patient journeys were contracted under the NEPTS contract for the last three years (year ending 31 March) for your ICB (and previous CCG areas)?
Please confirm if these are calculated as one-way journeys or return journeys.
- 2020/21
 - 2021/22
 - 2022/23

Applicable for both providers - block contract arrangements have been in place since 2020/21 due to NHS financial regime. All journeys are undertaken by sitter type and mileage bands per journey.

5. Is the contract in partnership with any other ICB(s) (or was there any partnership between previous CCG areas)?

NWAS - Yes Lancashire and South Cumbria ICB (Formerly Morecambe Bay CCG)

NEAS – No

6. Does the ICB currently have plans to use a single provider for NEPTS across the entirety of the ICB?

No

In line 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 make a complaint or 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 complaint, you may apply directly to the Information Commissioner for a decision. 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

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 . This will not affect your initial information request.

Yours sincerely

Hilary Murphy

Hilary Murphy
Information Governance Officer