

Our Reference North East and North Cumbria ICB\
FOI ICB 24–352

NECS – John Snow House
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Tel: 0191 301 1300
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By Email

8 January 2025

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 10 December 2024 for information held by NHS North East and North Cumbria Integrated Care Board (the ICB) under the provisions of the Freedom of Information Act 2000.

The ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the five local authorities of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees).

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

Your Request

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.

1. Who provides (or has been awarded to commence) your patient transport services?
2. When does the current (or mobilising contract) contract end?
3. What is the value of this contract per annum (i.e. for 2023/24 or the tendered value if not yet live)?
4. Have you contracted jointly with other NHS organisations? If so, which organisations?

5. Who is the best person to contact regarding NEPTS for your organisation? Please provide a name, position and email address where possible.
6. Please share the tender submission for the awarded provider(s). This may be multiple if the service was tendered in lots.
7. 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 %

Our Response

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.

1. Patient transport service providers are:
 - North East Ambulance Service (NEAS) – lead provider for patient transport in the North East.
 - North West Ambulance Service (NWS) – commissioned for North Cumbria patients.
 - SMT – patient transport discharges – South Tyneside and Sunderland NHS Foundation Trust patients.
 - ERS patient transport discharges – South Tyneside and Sunderland NHS Foundation Trust patients.
 - SMT – secure transport – Northumberland, Sunderland, North Tyneside, South Tyneside, Newcastle Gateshead.
 - ERS – secure transport – County Durham, Tees Valley.
2. Contract end dates:
 - NEAS – contract ends 31/3/27, with the option of a 2-year extension.
 - NWS – contract ends 31/3/25.
 - SMT – discharges – contract ends 31/3/25.
 - ERS – discharges – contract ends 31/3/25.
 - SMT – secure transport – contract ends 31/5/26.
 - ERS – secure transport – contract ends 31/5/26.
3. Contract values are:
 - NEAS – the contract is combined with the 999 Contract. The contract value for PTS is £29,466,000.
 - NWS – PTS contract value is £4,211,420.
 - SMT – discharges – cost per day per vehicle – estimated value £228,000.
 - ERS – discharges – cost per day per vehicle – estimated value £345,500.
 - SMT – secure – South Tyneside, North Tyneside, Newcastle Gateshead – total contract value is £99,040.
 - SMT – secure transport – Northumberland and Sunderland are cost per case.
 - ERS – secure transport – £396,225.

4. The NEAS contract this not jointly contracted. For NWAS, the ICB is an associate to the contract. The lead commissioner is Lancashire and South Cumbria ICB. The other contracts are not jointly contracted.
5. Laurie Robson is Strategic Head of Contracting & Oversight North. Please direct all queries to her using the ICB's generic mailbox necsu.nenc-icb.contactus@nhs.net and marked for her attention.
6. 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.
7. For NEAS, the response to question a is detailed in the attached spreadsheet. Data for questions b, c and d is not collected. For question e, The ICB is working with the provider to define the abort definition and work through any data quality issues.

For NWAS, the responses to questions a, b and c are detailed in the attached spreadsheet. For question d, data is not collected at this level and, in response to question e, data is not collected by the ICB.

Data not collected at this level for the other providers.

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

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

S Davies

S Davies
Information Governance Officer