

FOI REF: 24/896

20<sup>th</sup> December 2024

## FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

- **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.**

This service was jointly procured across Sussex and led by the ICB, who are NHS Sussex. Please refer your request direct to them for a response to the following questions, contact details as follows:

[SCWCSU.FOI@nhs.net](mailto:SCWCSU.FOI@nhs.net)

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

Not applicable, please see above.

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

Not applicable, please see above.

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

Not applicable, please refer to page 1.

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

Not applicable, please see above.

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

Not applicable, please see above.

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

Not applicable, please see above.

**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 haemodialysis collected within 30 minutes of agreed / ready time.**

**e) The abort rate %**

Not applicable, please see above.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department ([esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Cont.../

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

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

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department  
[esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)