

Ref. No: 1395
Date: 10/12/24
Subject: Patient Transport Services (NEPTS).

REQUEST

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 %**

RESPONSE

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

Under Section 22 of the Freedom of Information Act, Mersey and West Lancashire Teaching Hospitals NHS Trust do not have to provide information to the applicant which is intended for future publication. As a qualified exemption, we can confirm that we have considered whether it would be in the public interest to provide the information ahead of the scheduled publication date, and in this instance have concluded that the public interest favours withholding the information.

The Trust previously published its contract register in response to FOI0613 and will be publishing an updated version on an annual basis

This information is scheduled to be published on or around March 2025 and should be available on our website Mersey and West Lancashire Teaching Hospitals NHS Trust STHK | Our Services (merseywestlancs.nhs.uk)

1. When does the current (or mobilising contract) contract end?

Under Section 22 of the Freedom of Information Act, Mersey and West Lancashire Teaching Hospitals NHS Trust do not have to provide information to the applicant which is intended for future publication. As a qualified exemption, we can confirm that we have considered

whether it would be in the public interest to provide the information ahead of the scheduled publication date, and in this instance have concluded that the public interest favours withholding the information.

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

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3. Have you contracted jointly with other NHS organisations? If so, which organisations?

If this question relates to NEPTS then the answer is no. More generally, the Trust may contract with other NHS organisations

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

Purchasing@merseywestlancs.nhs.uk

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

Section 43 (2) exempts information whose disclosure would, or would be likely to, prejudice the commercial interests of any legal person (an individual, a company, the public authority itself or any other legal entity)."

- 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 %**

This information is not held. We have no way of identifying how patients have travelled to their appointments.