

Reference Number: FOI202425/414
From: Private Individual
Date: 10 December 2024
Subject: Patient Transport Services

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.

Q1 Who provides (or has been awarded to commence) your patient transport services?

A1 [Information not held - we currently utilise Sparks Medical however we do not have a formal contract in place and instead pay by usage.](#)

Q2 When does the current (or mobilising contract) contract end?

A2 [Information not held – as per A1](#)

Q3 What is the value of this contract per annum (i.e. for 2023/24 or the tendered value if not yet live)?

A3 [Information not held – as per A1](#)

Q4 Have you contracted jointly with other NHS organisations? If so, which organisations?

A4 [No](#)

Q5 Who is the best person to contact regarding NEPTS for your organisation? Please provide a name, position and email address where possible.

A5 [Non-emergency patient transport is managed by the Hospital Coordinators, Mary Johnson, HospitalCoordinatorsEmail@lhch.nhs.uk](#)

Q6 Please share the tender submission for the awarded provider(s). This may be multiple if the service was tendered in lots.

A6 [Information not held – as per A1](#)

Q7 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 %

A7 Information not held – as per A1