

Our Ref: NG/RM/24434
Date: 7th January 2025

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 10th December 2024. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

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?
Ezec now known as Emed
2. When does the current (or mobilising contract) contract end? **5 year contract expires 31st May 2025 but has the option to extend by 2 x 12 months.**
3. What is the value of this contract per annum (i.e. for 2023/24 or the tendered value if not yet live)? **2023/2024 - £291,614.00.**
4. Have you contracted jointly with other NHS organisations? If so, which organisations?
No
5. Who is the best person to contact regarding NEPTS for your organisation? Please provide a name, position and email address where possible. **Head of Facilities. Staff names and email addresses are exempt as they constitute personal data and would contravene the principles of the Data Protection Act 2018 (in accordance with qualified exemption S40 (2)(a) of the FOI Act).**

6. Please share the tender submission for the awarded provider(s). This may be multiple if the service was tendered in lots. **This information is available by the supplies department if required.**
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). **There are no issues with the performance of the contract. KPI's are all been fulfilled.**
 - b. Outbound performance - % of outpatients collected within 60 minutes of agreed / ready time. **There are no issues with the performance of the contract. KPI's are all been fulfilled.**
 - c. Outbound performance - % of discharges & transfers collected within 60 minutes of agreed / ready time. **There are no issues with the performance of the contract. KPI's are all been fulfilled.**
 - d. Outbound performance - % of patients attending haemodialysis collected within 30 minutes of agreed / ready time. **N/A**
 - e. The abort rate %. **Minimal**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance