

Freedom of Information Request

Ref: 24-056

6 February 2024

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

Please can you indicate in the table below which services, if any, your organisation procures and advise who currently provides that service. Please confirm the current contract end date, how many journeys are conducted per annum (including abortions, excluding cancelled), the approximate spend per annum and lastly, please indicate how many months in the previous 12 they achieve their Inbound and Outbound KPI targets.

If you are answering on behalf of multiple sites/Trusts or geographical areas please state which and if the contracts differ between these please complete a separate table as appropriate.

Non-emergency patient transport services (NEPTS) are in general commissioned by Integrated Care Boards (ICB), rather than the Trust, and therefore there is a diverse range of providers and services relating to patients attending our sites. The Trust provides both secondary and tertiary clinical care, and therefore treats patients from a wide geographical area. As each ICB is able to commission individually, patient journeys to and from our Trust fall within many different contracts. The activity and costs relating to these contracts is not all within the Trust's dataset and therefore cannot be shared in this response. For further information please contact Bristol, North Somerset and South Gloucestershire Integrated Care Board (BNSSG) at bnssg.foi@nhs.net.

The Trust has a no-guaranteed-activity contract in place with Bristol Ambulance, to ensure appropriate governance is in place for any journeys required which are outside the scope or capacity of the ICB-commissioned providers. This contract has been in place since 2020 and runs for five years with an option for a two-year extension. The activity for the year April 2022 to March 2023 delivered through this contract is as follows:

Services Procured	Current Provider	Contract End Date	Patient journeys per annum	Spend per annum	In the previous 12 months, how many times was KPI achieved?		
					INBOUND	OUT Outpatients	OUT Discharges
Non-emergency patient transport, (including specialist services such as high-dependency and mental health conveyances, and transport for renal dialysis patients)	Bristol Ambulance EMS	(as above)	8,569	£1,959,209	There have been no breaches of quality-based KPIs		

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

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

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust**