

**Freedom of Information Request**

**Ref: 24-958**

6 March 2025

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 hold some of the information you are requesting

**Please may I request the following under the Freedom of Information Act.**

**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?**

We provide both secondary and tertiary clinical care, and therefore treat patients from a wide geographical area. As each ICB (Integrated Care Board) is able to commission NEPTS individually, patient journeys to and from our Trust fall within many different ICB commissioned NEPTS contracts. We purchase ambulance resources to deliver specific activity by which we are commissioned by ICBs to provide for their patients, and any journeys which are outside the scope or capacity of the ICB-commissioned providers. There are two separate contracts in place relating to these services. We are commissioned by the ICB to provide planned outpatient NEPTS ("Planned outpatient NEPTS") on an interim basis pending the outcome of a new procurement. The booking element of this service is provided partly by UHBW and partly by North Bristol NHS Trust through arrangements between UHBW and NBT. The transportation is provided by Bristol Ambulance EMS. We purchase journeys and ambulance resources from Bristol Ambulance EMS to deliver all other Trust NEPTS activity.

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

Planned outpatient NEPTS: 31st March 2026 if it continues for the full term or 21 November 2026 if the Trust serves notice to terminate sooner. This will align with the ICB procurement process.

Other NEPTS: The initial five-year term expired on 11 December 2024. The Trust has a right to extend for two further periods of 12 months. The first such right has been exercised.

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

This is commercially sensitive information and will not be shared at an organisational level.

**Section 43** of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore we are withholding this information at this time.

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

Planned outpatient NEPTS: this contract covers activity for all NHS BNSSG (Bristol, North Somerset and South Gloucestershire Integrated Care Board) healthcare sites, including North Bristol NHS Trust (NBT) and other partner organisations. However, University Hospitals Bristol and Weston NHS Foundation Trust (UHBW) is the sole purchaser for the purposes of the contract. Other NEPTS - UHBW and NBT hold separate contracts.

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

Claire Hepden, Patient Transport Lead, [claire.hepden@uhbw.nhs.uk](mailto:claire.hepden@uhbw.nhs.uk)

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

This is commercially sensitive information and will not be shared at an organisational level.

**Section 43** of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore we are withholding this information at this time.

**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)**

Planned outpatient NEPTS was provided through other ICB contracts up to 27th August 2024; KPI data is not yet available to share for the subsequent period. We are awaiting availability of this data from the system that we use for our booking platform, currently we are unable to extract the data fields required for this reporting.

**b. Outbound performance - % of outpatients collected within 60 minutes of agreed /**

**ready time**

We are awaiting availability of this data from the system that we use for our booking platform, currently we are unable to extract the data fields required for this reporting.

**c. Outbound performance - % of discharges & transfers collected within 60 minutes of agreed / ready time**

We are awaiting availability of this data from the system that we use for our booking platform, currently we are unable to extract the data fields required for this reporting.

**d. Outbound performance - % of patients attending hemodialysis collected within 30 minutes of agreed / ready time**

We are awaiting availability of this data from the system that we use for our booking platform, currently we are unable to extract the data fields required for this reporting.

**e. The abort rate %**

Planned outpatient NEPTS was provided through other ICB contracts up to 27th August 2024. For UHBW-provided NEPTS journeys, the percentage of journeys aborted due to lack of (timely) resource is <0.01%.

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**