

**Request for information under the Freedom of Information Act Reference 2022.130
Released 11 August 2022**

Thank you for your email received 10 August 2022 requesting information regarding the non-emergency patient transport service.

Please find detailed below a summary of your request, together with our response.

Summary of your original request:

Please answer the following questions in relation to your current non-emergency patient transport service (NEPTS) – including renal, bariatric, secure and high dependency transportation of patients, and where appropriate the transportation of staff.

- 1. Who is your current and previous NEPTS operator (spanning the last 3 years or existing contract – whichever is longer)?**
- 2. What is the current contract(s) start and end date and are there any provisions for these to be extended?**
- 3. Who or which body would the procurement of any future contract relating to NEPTS be made by?**
- 4. Please could you provide the name, address, email and telephone number of the person responsible for the commissioning of services and the person responsible for reviewing contract performance?**
- 5. Is your current contract(s) split into differing lots, or is it awarded as a whole? If the former, how are these lots split and what is the budget for each?**
- 6. What is your spend and forecasted spend and number of journeys on these services in the following years and split into the following criteria:**
 - a. 2020/2021/2022/2023/2024**
 - i. Renal**
 - ii. Non-Renal**
 - iii. High Dependency**
 - iv. Bariatric**
 - v. Secure**
 - vi. Staff**
- 7. Please provide the current service specification in place across the contract(s)**
- 8. Please provide the KPI and Penalties measure that is in place across this contract and the most recent performance report**

Chair John Goulston Chief Executive Mairead McCormick

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

9. Please provide the current Patient Transport Eligibility policy and any changes that are likely to take place at or before the next renewal

10. What is your policy for transporting escorts? Do you currently make payment provisions for this?

11. When is the NEPTS tender going to be next up for renewal (if applicable)

Non-emergency patient transport is a service provided by G4S which is commissioned by NHS Kent and Medway (the Integrated Care Board covering our catchment area). Any information relating to that contract is therefore not held by us. You will need to redirect your request to NHS Kent and Medway via <https://www.kentandmedway.icb.nhs.uk/about-us/access-to-information/freedom-information> or by email to kmicb.foi@nhs.net.