



East London
NHS Foundation Trust
Information Governance
Robert Dolan House
9 Alie Street
London
E1 8DE

Email elft.foi@nhs.net
Website: <https://www.elft.nhs.uk>

10 December 2024

Our reference: FOI DA5773

I am responding to your request for information received 10 December 2024. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: 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.

Question 1: Who provides (or has been awarded to commence) your patient transport services?

Answer: The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 1:

<https://www.elft.nhs.uk/sites/default/files/2023-03/ANON%20Response%20-%20FOI%20DA4647a.pdf>

Question 2: When does the current (or mobilising contract) contract end?

Answer: Not applicable.

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

Answer: Not applicable.

Question 4: Have you contracted jointly with other NHS organisations? If so, which organisations?

Answer: Not applicable.

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

Answer: Kevin Curnow, Chief Finance Officer
Email: Kevincurnow@nhs.net

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

Answer: Not applicable.



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Question 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)**
- 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 %**

Answer: Not applicable.



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