



Ref: FOI605

Newcourt House
Newcourt Drive
Old Rydon Lane
EXETER
Devon
EX2 7JQ
d-ccg.foi@nhs.net

Tel: 01392 205205

15 June 2015

Dear,

Re: Request for information under Freedom of Information Act 2000

Thank you for your request under the Freedom of Information Act 2000, which was received on 29 May 2015

I can confirm that NHS Northern, Eastern and Western Devon CCG hold part of the requested information.

Please answer me the following regarding Non-emergency Patient Transport Services (PTS) for your population.

**1. Who provides PTS for your population?
(e.g. Local ambulance service, NSL)**

Non-urgent patient transport is provided by NSL (this includes both PTS and Voluntary Car Services) and ERS (this includes only PTS and HDU]

**2. What is the geography of this service?
(e.g. provide for my CCG, provide for the county, provide for x hospital)**

Please see attached PTS map.

**3. What are the performance standards they operate under?
(e.g. Discharge – 90% of patients to be collected in 4 hours of ready time. Categories for performance usually being Discharge from inpatient, Travel Time, Arrival time & Departure time)**

Please see attached KPI Report 2014-15 for NSL data.
Please see attached for ERS for 2014/15

**4. What was their performance, by month, against the above standards?
(For 14/15 financial year)**

Please see attached KPI report 2014/15 for NSL data.
ERS 2014/15 KPI data is presently being reviewed subject to validation and contract scrutiny therefore not available at this time. We are disclosing the KPI summary.

**If possible for question 4 could it be provided in the following format as that would be very helpful.*

Standard/Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Perf standard 1												
Perf standard 2												
Perf standard 3												
Etc.												

**5. How much does this service cost per year?
(Overall for the geography covered by the service, and for each provider)**

The cost of the NSL service for 2014/15 was £3,847,016.46. This includes Non-Emergency Patient Service for the patient transport service (PTS) and Voluntary Car Service (VCS). The ERS service cost for 2014/15 for PTS and HDU was £1.6m

**6. How many journeys did they undertake in the reference period.
(14/15 financial year)**

In the NSL contract the number of journeys for 2014/15 for PTS and VCS was 103,416. ERS performed 16,197 journeys including PTS and HDU.

Satisfaction

I trust this matter has been dealt with to your satisfaction but if there is anything which you need further clarification, please do not hesitate to contact the office on 01392 205205 or by email at d-ccg.foi@nhs.net Please remember to quote the reference number at the top of this letter in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can write to the office and arrangements will be made for an independent review. You of course can write directly to the CCGs Chief Officer if you prefer using the “contact us” details displayed on the CCG website.

If you remain dissatisfied with the outcome of the appeal, you have the right to appeal again to the Information Commissioner at:
Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510

Legal information pertaining to the release of this information

Please note that the information being provided to you is for information only and remains subject to existing intellectual property rights; no license for the re-use of this information is given or implied through its provision to you.

Yours sincerely,

**The Freedom of Information Office
NHS Northern, Eastern & Western Devon Clinical Commissioning Group**