



Ref: FOI1201

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

Tel: 01392 205205

19 January 2017

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 Tuesday 17 January 2017.

The CCG is confirming in accordance with Section - (1) (a) of the Act, it holds the information requested and (b) is supplying it unless otherwise specified.

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

Request relating to Patient Transport and Ambulance Services

Under the provisions laid out in the Freedom of Information Act, I have a number of queries regarding your patient transport and ambulance services;

*** What is the name of the responsible officer (s) for the management of ambulance and transport services?**

Caroline Dawe
Deputy Chief Operating Officer North and East PDU
Northern, Eastern and Western Devon Clinical Commissioning Group

*** What is the name of the responsible procurement officer (s) for ambulance and transport services?**

Faye Robinson | Director of Procurement
NHS South, Central and West Commissioning Support Unit

*** Did you use a procurement service or Commissioning Support Unit to commission the services?**

See above

*** If so, which one?**

See second point

*** What is the geographical area of responsibility for your Trust or CCG?**

Northern, Eastern and Western Devon CCG (NEW) is the name of our CCG and responsible for the whole of Devon, with the exception of the Torbay boundary, which comes under South Devon & Torbay CCG. Please see link below:

<https://www.england.nhs.uk/resources/ccg-maps/>

*** Who is your current provider of Non-Emergency Patient Transport Services?**

There are 2 providers:

First Care Ambulance Service Limited – contracted for Northern, Eastern and parts of Western Localities

ERS – contracted for Plymouth area, to and from Plymouth Healthcare sites

o When did the current contract for Non Emergency Patient Transport Services begin?

First Care Ambulance Service Limited started on 29th May 2016

ERS started on October 2013

o What is the contracted duration of the Non Emergency Patient Transport Services contract, including the potential for extensions?

First Care Ambulance Service Limited has a contract for 4 years with a possible extension of up to 24 months

ERS had a contract until October 2018, however terminated early and will cease to operate from 6th February 2017.

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Chief Officer: Janet Fitzgerald

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o Have any contract extensions been used?

No

o What is the annual value of the contract?

This information is available to download from our website;

<http://www.newdevonccg.nhs.uk/about-us/ccg-finance/procurement--contract-spending/101822>

o When is the scheduled date for the contract re-tender OJEU notice to be published?

First Care Ambulance Service Limited – N/A

ERS – February 2017

o When is the scheduled date for the re-tender procurement exercise to be begin

First Care Ambulance Service Limited – N/A

ERS – February 2017

o When is the scheduled date for the award of re-tendered contract?

First Care Ambulance Service Limited – N/A

ERS – February 2017 – May 2017

o When is the scheduled date for the retendered contract to be awarded?

First Care Ambulance Service Limited – N/A

ERS – February 2017 – May 2017

o How many patient journeys were contracted under the NEPTS contract between 01 January 2015 to 31 December 2015?

01 January 2015 to 31 December 2015? None

o What was the value of these journeys?

None

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o Is the contract in partnership with any other CCG or NHS Trust?

South Devon and Torbay CCG

*** How is your current contract constructed? Pay per journey, fixed price or other?**

Other

*** Who currently provides your extra contractual journeys?**

It is provided by various ambulance providers depending on lowest quote and availability at the time.

*** What constitutes an extra contractual journey? E.g. what are the boundary parameters? 10 miles outside the CCG area?**

North – Taunton

South – Plymouth

West – Devon boundary

East – Lyme Regis

10 miles into Cornwall

*** What is the value of the Extra Contractual Journeys for the period 01 January 2015 to 31 December 2015**

This information is not easily available because of the change in contracts in May 2016. The contracts worked in different ways.

*** What volume and percentage of your patients travel from the following mileage bands?**

o Within 5 miles	xxx Journeys	xxx %
o Within 6 - 10 miles	xxx Journeys	xxx %
o Greater than 10 miles	xxx Journeys	xxx %

The information is not collated in this way for both contracts.

*** Please confirm what categories of journeys are included in the contract?**

*** Admission - yes**

*** Outpatient - yes**

*** Discharge - yes**

*** Transfer - yes**

*** Home Visit - yes**

*** Day Patient - yes**

*** Renal - yes**

*** Wait & Return - no**

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- * **Inter Facility Transfers** – Patient Transport Services journey yes, other, no
- * **High Dependency Transfers** - no
- * **Mental Health Transfers** – only low risk (not secure)

* **What types of journeys, if any are excluded from your current contract?**

Primary Care Services
High acuity

* **Does your NEPTS provider cover any other service for the Trust;**

- * **Courier Services** - no
- * **Shuttlebus Services** - no
- * **Staff Taxis** - no
- * **Eligibility & Assessment / Call Centre** - no
- * **Mental Health / Secure transfers** - no
- * **Renal Services** - no
- * **Post / Medical Records** - no
- * **Portering Services** - no
- * **Dedicated Paediatric or specialist Transfer Services** – yes First Care Ambulance Services Ltd

* **What performance metrics are used to assess performance on the contract?**

Please see attached Key Performance Indicators (KPI) for both providers.

* **How does the current contract incentivize good performance?**

Monitoring the KPI`s

* **How does your current contract penalize poor performance?**

First Care Ambulance - Financial penalties

ERS - None

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

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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**

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