

FOI1503

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[d-ccg.foi@nhs.net](mailto:d-ccg.foi@nhs.net)

Tel: 01392 205205

13 December 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 Wednesday 22 November 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 holds part of the requested information.

You requested the following information.

**1. Which company(s) holds the contract to supply your current patient transport services.**

First Care Ambulance Services Limited

Much of the information requested is in the public domain, published on our website here; <https://www.newdevonccg.nhs.uk/ccg-finance/procurement-and-contract-spending-101825>

**2. Please state the full name of your CCG**

NHS Northern Eastern and Western Devon Clinical Commissioning Group

**3. Please state if this service was procured through a framework agreement with other CCGs / NHS Trusts (if so please provide the names of the other CCG's / NHS Trusts). If yes, please also state which CCG holds the contract.**

NHS Northern, Eastern and Western Devon Clinical Commissioning Group  
NHS South Devon and Torbay Clinical Commissioning Group

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Procurements are via: NHS South, Central and West Commissioning Support Unit.

**4. Please state the contract start date and end date of your current transport services.**

Northern, Eastern and parts of Western Devon Non-Emergency Patient Transport Services contract – start date 29 May 2016

Plymouth contract – start date 6 November 2017

**5. What is the expected total value of the contract?**

Circa £4 million

**6. What is your annual budget for patient transport services?**

£6 million – this will include all patient transport as there are services that sit outside of the main contract (e.g. car transport for frequent attenders, high dependency transportation, patient transport booking service etc.)

**7. Are there provisions for contract extensions (including how many years and the extension terms). If yes, please state if the contract extension been awarded**

Northern, Eastern and parts of Western Devon Non-Emergency Patient Transport Services contract – yes, contract extension of up to 24 months.

Plymouth contract – no extension

**8. Please state the names of the organisations who bid for the contract**

Northern, Eastern and parts of Western Devon contract:

- Ambulance Response Services Limited
- First Care Ambulance Limited

Plymouth bidders:

- E-Zec Medical Transport Services Ltd
- First Care Ambulance Ltd
- Medi 4 Ambulance Ltd

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**9. How many patients are transported annually by your patient transport providers, and how many journeys are undertaken?**

First Care Ambulance Service undertakes approximately 60,000 journeys per annum.

**10. What would the procurement model be for future contracts? E.g. will the contract be procured jointly with another CCG?**

Northern Eastern and Western Devon CCG does co-commission with South Devon and Torbay CCG on some areas of Non-Emergency Patient Transport Services (NEPTS).

**11. What are the performance standards the current service provider(s) 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 refer to the attached spreadsheet titled `response to question 11`

**12. What is the current provider's performance against these standards in the last 12 months? (e.g. Discharge – 70% of have patients have been collected in 4 hours of ready time)**

Please refer to the attached spreadsheet titled `response to question 12`

The Plymouth provider started the contract on 6 November 2017. Prior to the contract commencement First Care held a short term contract with the CCG from 6 February 2017 to 6 November 2017, as the previous provider terminated the contract. Hence the data contained above is from 6 February 2017.

## **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](mailto: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

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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  
NHS South Devon and Torbay Clinical Commissioning Group**

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