

Ref: FOI/GS/ID 9618

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

12 December 2024

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to non-emergency patient transport services (NEPTS).

*You asked: All questions are shown as received by the Trust.
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.

- 1. Who provides (or has been awarded to commence) your patient transport services?*
- 2. When does the current (or mobilising contract) contract end?*
- 3. What is the value of this contract per annum (i.e. for 2023/24 or the tendered value if not yet live)?*
- 4. Have you contracted jointly with other NHS organisations? If so, which organisations?*
- 5. Who is the best person to contact regarding NEPTS for your organisation? Please provide a name, position and email address where possible.*
- 6. Please share the tender submission for the awarded provider(s). This may be multiple if the service was tendered in lots.*

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 %*

Trust response:

Patient Transport is a service provided by G4S on behalf of the NHS Integrated Care Board for Kent and Medway please contact them directly for further information.

5. Antony Collis, Patient Transport Manager.

mtw-tr.PatientTransport@nhs.net