

Reference Number: FOIAH2425/515
From: Private Individual
Date: 10 December 2024
Subject: Patient Transport Services

Q1 Who provides (or has been awarded to commence) your patient transport services?

A1 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2024/25 Disclosure Log, please see FOI Request Ref: 252:

<https://www.alderhey.nhs.uk/about/foi/disclosure-logs/>

Q2 When does the current (or mobilising contract) contract end?

A2 As per A1

Q3 What is the value of this contract per annum (i.e. for 2023/24 or the tendered value if not yet live)

A3 As per A1

Q4 Have you contracted jointly with other NHS organisations? If so, which organisations?

A4 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2023/24 Disclosure Log, please see FOI Request Ref: 628:

<https://www.alderhey.nhs.uk/about/foi/disclosure-logs/>

Q5 Who is the best person to contact regarding NEPTS for your organisation? Please provide a name, position and email address where possible.

A5 As per A4

Q6 Please share the tender submission for the awarded provider(s). This may be multiple if the service was tendered in lots.

A6 Information exempt under Section 43 - Due to the potential damage to commercial interests of the current suppliers as release of this information and any other unique pricing likely to be requested for disclosure would allow other competitors a significant competitive advantage and thus harm the commercial interests of our current suppliers.

- Q7 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 %
- A7 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.