

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-122024-0001300

Date: 21.2.25

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

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.

Non emergency patient transport services are commissioned by Black Country Integrated Care Board, with the odd exception as listed below.

Please contact Black Country Integrated Health directly via bcicb.foiteam@nhs.net

EMED is commissioned by Shropshire/Worcester ICB – please contact them on hwicb.foirequests@nhs.net

Courier services are included in the Private Finance Initiative Contract the Trust has with Summit Healthcare. For further details on Summit Healthcare and their partner Mitie please go to the Trust website [Private Finance Initiative partners - The Dudley Group NHS Foundation Trust](#) click on the drop down boxes down the left hand side for further information

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

Driving Miss Daisy, Cartello, Triple Twenty Taxi's

2. When does the current (or mobilising contract) contract end?

Driving Miss Daisy – Waiver currently in place until April 2025 – for tender process to be undertaken DGFT

Cartello – Temporary service for winter pressure

Triple Twenty Taxi's – Ad hoc

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

Driving Miss Daisy - £162,288 PA
Cartello – Adhoc
Triple Twenty Taxi's – £24,325 PA

4. Have you contracted jointly with other NHS organisations? If so, which organisations? –

Driving Miss Daisy – no
Triple Twenty – no
Cartello – no

5. Who is the best person to contact regarding NEPTS for your organisation? Please provide a name, position and email address where possible. - Contact Black Country ICB and Shropshire/Worcester ICB

6. Please share the tender submission for the awarded provider(s). This may be multiple if the service was tendered in lots. – see response above

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) – N/A
- b. Outbound performance - % of outpatients collected within 60 minutes of agreed / ready time – 100%
- c. Outbound performance - % of discharges & transfers collected within 60 minutes of agreed / ready time – 100%
- d. Outbound performance - % of patients attending hemodialysis collected within 30 minutes of agreed / ready time – N/A
- e. The abort rate % - 0

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

FOI/REF FOI-

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust