

Reference: FOI.ICB-2324/433

Subject: Non-Emergency Patient Transport Services (NEPTS)

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE
<p><i>Introduction and context for this request</i> I am writing in relation to Patient Care Transport Services in your NHS Bristol, North Somerset and South Gloucestershire ICB region and seeking to understand:</p> <ol style="list-style-type: none"> 1. whether services are provided by in-house or outsourced providers 2. the annual spend of your NHS Bristol, North Somerset and South Gloucestershire ICB region on Patient Care Transport Services 3. who your current outsourced providers are and the duration of their current contracts 4. your forward-looking budget for Patient Care Transport Services <p><i>Defining Patient Care Transport Services</i> This request is related to Patient Care Transport Services. This is defined as:</p> <ul style="list-style-type: none"> • Non-Emergency Patient Transport Services – for example, transport provided for outpatient attendance, dialysis and hospital discharges and interfacility transfers, including bariatric patients • High Dependency Unit (“HDU”) Transport – for example cardiac, end of life, ED transfers and neo-natal services. This should exclude urgent care transfers • Falls services – providing support for individuals who have fallen within their home, where a non-emergency team is sent to assess the individual for injuries and make their surroundings safe 	
<p>Question 1: Are the Patient Care Transport Services provided in your NHS Bristol, North Somerset and South Gloucestershire ICB region provided by an in-house or outsourced provider?</p> <p>For the purposes of this question</p>	<p>All BNSSG patient care transport services are outsourced to various providers.</p>

<ul style="list-style-type: none"> • “In-house” is defined as transport that is provided directly by the NHS Bristol, North Somerset and South Gloucestershire ICB. • “Outsourced” is defined as transport provided by third-parties. These may be privately owned organisations and/or public organisations such as NHS Ambulance Trusts. 	
<p>Question 2: What was the annual spend on Patient Care Transport Services in your NHS Bristol, North Somerset and South Gloucestershire ICB region over the past five years across both in-house and outsourced providers? What journey and passenger volumes were associated with this spend?</p> <ul style="list-style-type: none"> • If the information exists, please break this information down across the three areas identified about (NEPTS, HDU Transport, Falls services Tables are provided below for this 	<p>See attached detail.</p> <p>HDU and Falls transport services are not commissioned by the ICB.</p>
<p>Question 3:</p> <p>If outsourced providers are used to deliver Patient Care Transport Services in your region, please list the outsourced providers that are currently providing these services. Please also specify for each provider:</p> <ul style="list-style-type: none"> • The start and end date of their current contract (not including any extensions) • Whether there is an optional extension period and how long this extension period is • How many bidders participated in the last tender round for each contract <p>Please provide this for each of the three areas outlined above (NEPTS, HDU services, and Falls services)</p>	<p>Pre-planned NEPTS: E-zec Medical Transport Service Limited provides the ICBs Non Emergency Patient Transport Services.</p> <p>Haemodialysis NEPTs: V Cars Veezu Limited</p> <p>Both of the above contracts expire on 31 July 2024 with no option to extend further.</p> <p>X provider bid in the recent procurement of NEPTs run by BNSSG ICB.</p> <p>HDU and Falls transport services are not commissioned by the ICB.</p>

<p>Question 4:</p> <p>What is your budgeted spend on Patient Care Transport (across NEPTS, HDU services, and Falls services) in the financial years, 2023-24 and 2024-25?</p>	<p>2023/24</p> <p>EMED contract value for 23/24 was £5,256,000.00</p> <p>Veezu contract value in 23/24 was £810,444.00</p> <p>HDU and Falls transport services are not commissioned by the ICB.</p> <p>2024/25</p> <p>EMED contract value for 24/25 is £1,839,600 (four months service Savoy contract value for 24/25 is £5,288,525 (Annual value, contract will run for eight month's)</p> <p>Veezu contract value for 24/25 is £796,138</p>
--	---

The information provided in this response is accurate as of 11 March 2024 and has been approved for release by Sarah Truelove, Deputy Chief Executive and Chief Finance Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.

Question 2:

What was the annual spend on Patient Care Transport Services in your NHS Bristol, North Somerset and South Gloucestershire ICB region over the past five years across both inhouse and outsourced providers? What journey and passenger volumes were associated with this spend?

- If the information exists, please break this information down across the three areas identified about (NEPTS, HDU Transport, Falls services Tables are provided below for this

NEPTS	Units	Apr 2019- Mar 20	Apr 2020- Mar 21	Apr 2021- Mar 22	Apr 2022- Mar 23	Apr 2023- Dec 23*
Spend value						
In-house	GBP					
Outsourced (NHS Ambulance Trusts)	GBP					
Outsourced: Ezec (E) and Vcars (V) Renal (Other 3 rd party)	GBP	E 4,920,458 V 597,319	E 4,919,926 V 953,052	E 4,937,574 V 882,671	E 6,660,496 V 737,604	E 4,119,091 V 607,833*
Total	GBP	5,517,777	5,872,979	5,820,244	7,398,100	4,726,924*
Number of trips made						
In-house	Number					
Outsourced (NHS Ambulance Trusts)	Number					
Outsourced: Ezec (E) and Vcars (V) Renal (Other 3 rd party)	Number	E 87,416 V 30,042	E 60,404 V 37,450	E 64,890 V 46,604	E 68,043 V 44,017	E48,103* V33,561*
Total	Number	117,458	97,854	111,494	112,060	81,664*
Number of unique patients served						
In-house	Number					
Outsourced (NHS Ambulance Trusts)	Number					
Outsourced (Other 3 rd party)	Number					
Total	Number					

The response to Question 2 should enable the following table to be completed. Please be clear in the response what time period is being referred to (i.e., calendar year vs. tax year)

HDU Transport	Units	2019	2020	2021	2022	2023
---------------	-------	------	------	------	------	------

Spend value						
In-house	GBP					
Outsourced (NHS Ambulance Trusts)	GBP					
Outsourced (Other 3 rd party)	GBP					
Total	GBP					
Number of trips made						
In-house	Number					
Outsourced (NHS Ambulance Trusts)	Number					
Outsourced (Other 3 rd party)	Number					
Total	Number					
Number of unique patients served						
In-house	Number					
Outsourced (NHS Ambulance Trusts)	Number					
Outsourced (Other 3 rd party)	Number					
Total	Number					

Falls Services	Units	2019	2020	2021	2022	2023
Spend value						
In-house	GBP					
Outsourced (NHS Ambulance Trusts)	GBP					
Outsourced (Other 3 rd party)	GBP					
Total	GBP					
Number of trips made						
In-house	Number					
Outsourced (NHS Ambulance Trusts)	Number					
Outsourced (Other 3 rd party)	Number					
Total	Number					
Number of unique patients served						

In-house	Number					
Outsourced (<i>NHS Ambulance Trusts</i>)	Number					
Outsourced (<i>Other 3rd party</i>)	Number					
Total	Number					