

# Freedom of Information Request

Request under the Freedom of Information Act 2000 (the “FOI Act”)

## Freedom of Information request

The request is laid out in more detail below. There are four questions that I am submitting as part of this Freedom of Information request:

### Question 1:

Are the Patient Care Transport Services provided in your NHS Lincolnshire ICB region provided by an in-house or outsourced provider? For the purposes of this question

- “In-house” is defined as transport that is provided directly by the NHS Lincolnshire 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.  
 Non-Emergency Patient Transport Services (NEPTS) – East Midlands Ambulance Service NHS Trust (EMAS).  
 Falls – LIVES

### Question 2:

What was the annual spend on Patient Care Transport Services in your NHS Lincolnshire ICB region over the past five years across both in-house 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

*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)*

NEPTS	Units	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024
<b>Spend value</b>						
<b>Please note</b> - The NEPTS contract covered the period 1 July – 30 June in each contract year. The annual contract value is shown for each period.						
In-house	GBP					
Outsourced (EMAS) (NHS Ambulance Trusts)	GBP					£7,586,524
Outsourced Thames Ambulance Service Ltd	GBP	£5,009,981	£5,501,533	£6,012,745	£6,160,940	

(TASL) rebranded to Health Transportation Group (UK) Ltd (HTG) ( <i>Other 3<sup>rd</sup> party</i> )						
<b>Total</b>	GBP	£5,009,981	£5,501,533	£6,012,745	£6,160,940	£7,586,524

**Number of trips made**  
**Please note** - The NEPTS Journey profile is always calculated as a two way / return journey for indicative activity purposes.  
The NEPTS contract covered the period 1 July – 30 June in each contract year. The total number of patient journeys are shown for each period.

In-house	Number					
Outsourced (EMAS) (NHS Ambulance Trusts)	Number					Forecast Activity 145,299
Outsourced Thames Ambulance Service Ltd (TASL) rebranded to Health Transportation Group (UK) Ltd (HTG) ( <i>Other 3<sup>rd</sup> party</i> )	Number	Forecast Activity 137,012	Forecast Activity 147,976	Forecast Activity 147,976	Forecast Activity 142,492	
<b>Total</b>	Number	137,012	147,976	147,976	142,492	145,299

**Number of unique patients served**  
This information is not held by the ICB

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

<b>HDU Transport</b>	<b>Units</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
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<b>Spend value</b>						
This information is not held – the ICB do not commission a HDU service.						
In-house	GBP					
Outsourced (NHS Ambulance Trusts)	GBP					
Outsourced (Other 3 <sup>rd</sup> party)	GBP					
<b>Total</b>	GBP					
<b>Number of trips made</b>						
In-house	Number					
Outsourced (NHS Ambulance Trusts)	Number					
Outsourced (Other 3 <sup>rd</sup> party)	Number					
<b>Total</b>	Number					
<b>Number of unique patients served</b>						
In-house	Number					
Outsourced (NHS Ambulance Trusts)	Number					
Outsourced (Other 3 <sup>rd</sup> party)	Number					
<b>Total</b>	Number					

<b>Falls Services</b>	<b>Units</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Spend value</b>						
In-house	GBP	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Outsourced	GBP	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

(NHS Ambulance Trusts)						
Outsourced (Other 3 <sup>rd</sup> party)	GBP	Not applicable	Not applicable	£273,000	£277,641	392,638.54
<b>Total</b>	GBP					
<b>Number of trips made</b>						
This information is not held by the ICB						
In-house	Number					
Outsourced (NHS Ambulance Trusts)	Number					
Outsourced (Other 3 <sup>rd</sup> party)	Number					
<b>Total</b>	Number					
<b>Number of unique patients served made</b>						
This information is not held by the ICB						
In-house	Number					
Outsourced (NHS Ambulance Trusts)	Number					
Outsourced (Other 3 <sup>rd</sup> party)	Number					
<b>Total</b>	Number					

**Question 3:**

**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:**

- **The start and end date of their current contract (not including any extensions)**  
LIVES – 01/04/23 – 31/03/24
- **Whether there is an optional extension period and how long this extension period is**  
There is no optional extension period

- **How many bidders participated in the last tender round for each contract**  
Not applicable

Please provide this for each of the three areas outlined above (NEPTS, HDU services, and Falls services)

**Question 4:**

**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?**

- ICB contribution for the LIVES fall service contract for 2023/2024 is 282,638.54 – this is matched by Lincolnshire County Council
- Contract value for 2024/2025 will be budgeted at the same plus 0.8% inflationary uplift

**Introduction and context for this request**

Please find below a request made under the Freedom of Information Act 2000 (the “FOI Act”).

I am writing in relation to Patient Care Transport Services in your NHS Lincolnshire ICB region and seeking to understand:

1. whether services are provided by in-house or outsourced providers
2. the annual spend of your NHS Lincolnshire 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

**Defining Patient Care Transport Services**

This request is related to Patient Care Transport Services. This is defined as:

- **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