

**Information Governance**  
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16<sup>th</sup> May 2022

**Our reference: FOI DA4166**

I am responding to your request for information received **4<sup>th</sup> April 2022**. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Lara Cousens  
Information Governance Manager – Information Rights

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

**Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention**



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Chief Executive:** Paul Calaminus  
**Interim Chair:** Eileen Taylor

**Request:**

**Question 1:** Can you please confirm the name of the providers you have for the following services?

- **Non-Emergency Patient Transport Services (NEPTS)**
- **Any Ambulance services not included in the above, including any specialist services**
- **Mental Health Transport Services**
- **Pathology Courier Services**
- **Any other Courier Services**
- **Patient Taxi services – (for Taxis booked by the Trust are the providers CQC registered?)**

**Question 2:** Please include journey numbers and mobilities for all patient journeys per annum (01/04/21 – 31/03/2022 OR if not yet available, 01/04/2020 – 31/03/2021).

**Question 3:** Start date of contracts.

**Question 4:** End date of contracts.

**Question 5:** Include if any extensions may be applicable.

**Question 6:** Initial length of awarded contract.

**Question 7:** Please also include all complaints/concerns for each provider, both formal, informal, DATIX, PALS, any SUI's and CQC reported incidents etc.

**Answer:** The Trust has reviewed questions 1 to 7 of your request for information under the Freedom of Information Act (FOI) 2000. Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—

- (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
- (b) if that is the case, to have that information communicated to them.

The Trust does not contract transport providers for the list specified in question 1. Where required the Trust utilises local taxi companies. Therefore we do not hold this information.



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