

23/12/2024

NN-ICB/24-1022

Dear Requestor

**Re: Freedom of Information Request**

Thank you for your request for information, received on 10 December 2024, regarding Patient Transport Services. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we do hold the information requested. However, please note that some of the information you requested has been withheld. Under the FOIA, certain exemptions may apply to protect sensitive information.

Please find below our response to your request:

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

ERS Medical Limited.

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

30 November 2026.

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

2023-24 Contract Value £8,110,947.

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

We are the sole commissioner.

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

Mark Sheppard, Associate Director of Contracting.

Email: [nnicb-nn.contracting@nhs.net](mailto:nnicb-nn.contracting@nhs.net)

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

The ICB is unable to share this information as it is deemed commercially sensitive under Section 43 (2) of the Act.

*Section 43 of the Act states that:*

(1) Information is exempt information if it constitutes a trade secret.

(2) Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

(3) The duty to confirm or deny does not arise if, or to the extent that, compliance with section 1(1)(a) would, or would be likely to, prejudice the interests mentioned in subsection (2).

Section 43 is a qualified exemption and is subject to a **public interest test**. Even where you are satisfied that the information requested is a trade secret or that its release would prejudice someone's commercial interests, you can only refuse to provide the information if you believe that the public interest in withholding the information outweighs the public interest in disclosing it.

*7. For all current contracts, please provide the following KPIs by month for the 12 months of December 2023 to November 2024:*

See attached the 2023-24 month 12 Performance Report which shows all reported KPIs.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Director of Corporate Affairs via [lucy.branson@nhs.net](mailto:lucy.branson@nhs.net) or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>

Yours sincerely

Freedom of Information (FOI) Officer on behalf of *NHS Nottingham and Nottinghamshire Integrated Care Board*

[nnicb-nn.foi@nhs.net](mailto:nnicb-nn.foi@nhs.net)

*All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via [nnicb-nn.foi@nhs.net](mailto:nnicb-nn.foi@nhs.net). All requests for re-use will be responded to within 20 working days of receipt.*