

17/10/2025

NN-ICB/25-1331

Dear Requestor

**Re: Freedom of Information Request**

Thank you for your request for information, received on 23 September 2025, regarding Non-Emergency Patient Transport (NEPT). 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 / all of the information you requested has been withheld. Under the FOIA, certain exemptions may apply to protect sensitive information.

**Details of your request:**

I am writing under the Freedom of Information Act 2000 to request information on how Non-Emergency Patient Transport (NEPT) services are currently commissioned in your area.

For clarity, by NEPT I mean the transport service commissioned (not emergency ambulance) which carries patients to and from routine or pre-booked medical appointments and hospital discharges.

Please provide the requested information for your Integrated Care Board (ICB) area, using the spreadsheet attached.

- 1) Which compan(ies) are currently providing your non-emergency patient transport (NEPT) services?
- 2) Do they use any subcontractors and, if so, what compan(ies) are those?
- 3) What is the £ value of the NEPT contracts you have commissioned (please state annual value or total contract value and indicate which)?
- 4) What is the length of the NEPT contracts with the providers (initial term and any extension options)?
- 5) What requirements have you shared with providers for what services they have to run and with what kinds of vehicles (please summarise your specification, including any accessibility/vehicle-type requirements, and how many of each kind of vehicle)?
- 6) Are there any other compan(ies) on your 'framework' (or approved supplier list) that can bid for these services in future and, if so, who are they?
- 7) When are you next due to go out to tender (or re-commission) NEPT services, or when do current contracts expire?
- 8) How long did you have to wait between appointing a NEPT provider and the provider commencing the provision of services (mobilisation period)?

- 9) Approximately how many patients are served annually by NEPT in your ICB area that require wheelchair accessible transport?
- 10) Approximately how many appointments do patients miss annually because of lack of accessible transport? What kind of missed appointment (e.g. dialysis) is most common?

**Our response to your request:**

Please see attached spreadsheet as requested, duly populated.

For Question 5, please see attached redacted Service Specification. The names of individuals have been redacted in line with the Data Protection Act, as this information is personal information and is exempt under section 40(2) of the Freedom of Information Act 2000.

As defined by the Data Protection Act, personal data constitutes as:

“Personal data” means any information relating to an identified or identifiable living individual.

“Identifiable living individual” means a living individual who can be identified, directly or indirectly, in particular by reference to –

- (a) an identifier such as a name, an identification number, location data or an online identifier, or
- (b) one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of the individual.

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.