Further to your request for information dated 23 November 2017 the information requested is below:

- **Do you hold the budget for Mental Health Transport or is it held by the Trusts in your area?**

  West Kent CCG is the lead commissioner for the Non-Emergency PTS service which includes Mental Health Transport.

- **Who currently provides your NEPTS (Non-Emergency Patient Transport Services)?**

  G4S

- **When is your NEPTS contract up for renewal?**

  The contract is for six years and is due for renewal in June 2022, with an option of 3 year extension.

- **Are your mental health services commissioned within a wider Patient Transport Service?**

  Transport for patients accessing mental health services is included within the Kent and Medway Non-Emergency PTS contract/service.
• Do you make use of providers other than your main contracts for Adhoc journeys or repatriations?

The PTS provider may use other providers when they are unable to provide transport for a journey themselves.

The individual CCGs do not arrange transport.

• Do you use caged vehicles for your mental health journeys?

Not for transport provided by G4S

• Do you commission a courier services and if so when does the contract expire?

The CCG is not aware of any other services commissioned

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If you are unhappy with the service that you have received in relation to your request and wish to make a complaint or request a review of our decision you should write to Complaints. NHS Dartford Gravesham and Swanley Clinical Commissioning Group 2nd Floor Gravesham Civic Centre Gravesend Kent DA12 1AU or email at dgsccg.complaints@nhs.net

If you are not content with the outcome of your complaint or review, you may apply to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Clinical Commissioning Group. The Information Commissioner can be contacted at:

Information Commissioners Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF
Telephone: 08456 306060 or 01625 54 57 45
www.ico.gov.uk

Please remember to quote the reference number above in any future communications.