Dear

Freedom of Information Request – DGS 215

Thank you for your recent request for information made under the Freedom of Information Act 2000, which was received by NHS Dartford Gravesham and Swanley Clinical Commissioning Group (CCG) on 7 March 2019, the information requested is below:

1. Please state the full name of your Trust

NHS Dartford Gravesham and Swanley Clinical Commissioning Group.

2. Which company(s) holds the contract to supply your current patient transport services?

G4S

3. Please state if this service was procured through a framework agreement with other NHS Trusts (if so please provide the names of the other NHS Trusts). If yes, please also state which Trust holds the contract.

The contract was procured across Kent and Medway Clinical Commissioning Group. Lead commissioner is West Kent CCG. Associates are Ashford; Canterbury & Coastal; South Kent Coast; Thanet; Swale; Dartford, Gravesham and Swanley; and Medway CCGs. Plus Bromley and Bexley CCGs are associates for a smaller part of the contract.

4. Please state the contract start date and end date of your current transport services.

Start date: 1 July 2016
End date: 30 June 2022

5. What is the expected total value of the contract?
Values for the G4S contract years running from July to June for the whole of Kent and Medway CCGs are as follows:

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>£14,085</td>
</tr>
<tr>
<td>2</td>
<td>£15,310,202</td>
</tr>
<tr>
<td>3</td>
<td>£17,437,955</td>
</tr>
<tr>
<td>4</td>
<td>£17,523,856</td>
</tr>
<tr>
<td>5</td>
<td>£16,610,180</td>
</tr>
<tr>
<td>6</td>
<td>£17,606,930</td>
</tr>
</tbody>
</table>

TOTAL £99,664,564

6. Please confirm which hospitals are covered under your patient transport service

Medway NHS Foundation Trust
Darent Valley Hospital
William Harvey Hospital
Canterbury Hospital
Tunbridge Wells Hospital
Maidstone Hospital
Queen Elizabeth Queen Mary Hospital

7. Please state the contract start date and end date of your current transport services.

Start date 1 July 2016
End date 30 June 2022

8. What is the expected total value of the contract?

TOTAL £99,664,564

9. What is your annual budget for patient transport services?

Please see response to question 5 above.

10. Are there provisions for contract extensions (including how many years and the extension terms). If yes, please state if the contract extension been awarded

Extension is 3 years, but too early to apply yet.

11. Please state the names of the organisations who bid for the contract

Lot 1:

Bidders at ITT stage: G4S, Ezec, NSL and Medical Services
PQQ stage not successful: Dataswift and Savoy
Lot 2: Renal

Bidders at ITT stage: G4S, Ezec, NSL and Thames Ambulance
PQQ stage not successful: Dataswift, Delta medical, Medical Services, ERS and Savoy

Lot 3: Non-Renal –

Bidders at ITT Stage: G4S, NSL, Medical Services, Dartford and Gravesham and Thames Ambulance
PQQ stage not successful: Dataswift, Delta medical, EZEC, Private Ambulance, SECAMB, ERS and Savoy.

12. How many patients are transported annually by your patient transport providers, and how many journeys are undertaken?

The total number of journeys from 1 April 2018 to 31 January 2019 is as follows

<table>
<thead>
<tr>
<th>Month</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 2018</td>
<td>26,845</td>
</tr>
<tr>
<td>May 2018</td>
<td>28,945</td>
</tr>
<tr>
<td>June 2018</td>
<td>28,227</td>
</tr>
<tr>
<td>July 2018</td>
<td>28,802</td>
</tr>
<tr>
<td>August 2018</td>
<td>28,486</td>
</tr>
<tr>
<td>September 2018</td>
<td>26,486</td>
</tr>
<tr>
<td>October 2018</td>
<td>29,429</td>
</tr>
<tr>
<td>November 2018</td>
<td>28,563</td>
</tr>
<tr>
<td>December 2018</td>
<td>26,609</td>
</tr>
<tr>
<td>January 2019</td>
<td>30,064</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>282,020</strong></td>
</tr>
</tbody>
</table>

Please note that these are the total figures across Kent and Medway.

There has been a contract review where journeys that were previously included are not, and others added so doing a complete year is not possible at this date. As you see the monthly figures fluctuate. The CCG would estimate that for a full year there would be approximately 380,000 journeys. However we cannot identify the number
of patients annually as some would be the same as previous months and others may be new for that month. Also some patients have multiple journeys each month.

13. What would the procurement model be for future contracts? E.g. will the contract be procured jointly with another Trust?

This has not been discussed as there are several years to go on the current contract.

14. What are the performance standards the current service provider(s) operate under? (e.g. Discharge - 90% of patients to be collected in 4 hours of ready time. Categories for performance usually being Discharge from inpatient, Travel Time, Arrival time & Departure time)

Please see attached. This is currently under review.

15. What is the current provider’s performance against these standards in the last 12 months? (e.g. Discharge – 70% of have patients have been collected in 4 hours of ready time)

Please see attached.

We hope that this has dealt with your request for information however, should you remain dissatisfied, you have the right to request that we conduct an internal review of your request. If you would like us to conduct such a review please contact us within two months of this letter using the contact details below:

E-mail: swccg.northkent.foi@nhs.net
Post: FOI, NHS Swale Clinical Commissioning Group, Bramblefield Clinic, Grovehurst Road, Kemsley Sittingbourne Kent ME10 2ST

Your request for an internal review will then be processed in accordance with our Freedom of Information Policy, a copy of which can be found on our website:

www.dartfordgraveshamswanleyccg.nhs.uk

If you are still dissatisfied following the internal review, you have the right under Section 50 of the Freedom of Information Act 2000 to appeal against the decision by contacting the Information Commissioner. The Information Commissioner provides full and detailed guidance on the Freedom of Information Act, and on when and how to complain.

Please find below the link to their website page and their helpline number. https://ico.org.uk/for-the-public/official-information/
Helpline number: 0303 123 1113
In line with the Information Commissioner’s directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. An anonymised version of our response will therefore be posted on our website.

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