

REQUEST	16124
----------------	--------------

I am writing in relation to Patient Care Transport Services in your Wigan Borough Council region and seeking to understand:

1. whether services are provided by in-house or outsourced providers
2. the annual spend of your Wigan Borough Council region on Patient Care Transport Services
3. who your current outsourced providers are and the duration of their current contracts
4. your forward-looking budget for Patient Care Transport Services

Defining Patient Care Transport Services

This request is related to Patient Care Transport Services. This is defined as:

- Non-Emergency Patient Transport Services – for example, transport provided for outpatient attendance, dialysis and hospital discharges and interfacility transfers, including bariatric patients
- High Dependency Unit (“HDU”) Transport – for example cardiac, end of life, ED transfers and neo-natal services. This should exclude urgent care transfers
- Falls services – providing support for individuals who have fallen within their home, where a non-emergency team is sent to assess the individual for injuries and make their surroundings safe

Question 1:

Are the Patient Care Transport Services provided in your Wigan Borough Council region provided by an in-house or outsourced provider?

For the purposes of this question

- “In-house” is defined as transport that is provided directly by the Wigan Borough Council.
- “Outsourced” is defined as transport provided by third-parties. These may be privately owned organisations and/or public organisations such as NHS Ambulance Trusts.

Question 2:

What was the annual spend on Patient Care Transport Services in your Wigan Borough Council region over the past five years across both in-house and outsourced providers? What journey and passenger volumes were associated with this spend?

- If the information exists, please break this information down across the three areas identified about (NEPTS, HDU Transport, Falls services Tables are provided below for this

The response to Question 2 should enable the following table to be completed. Please be clear in the response what time period is being referred to (i.e., calendar year vs. tax year)

NEPTS	Units	2019	2020	2021	2022	2023
Spend value						
In-house	GBP					
Outsourced (<i>NHS Ambulance Trusts</i>)	GBP					
Outsourced (<i>Other 3rd party</i>)	GBP					
Total	GBP					
Number of trips made						
In-house	Number					
Outsourced (<i>NHS Ambulance Trusts</i>)	Number					
Outsourced (<i>Other 3rd party</i>)	Number					
Total	Number					
Number of unique patients served						
In-house	Number					
Outsourced (<i>NHS Ambulance Trusts</i>)	Number					
Outsourced (<i>Other 3rd party</i>)	Number					
Total	Number					

HDU Transport	Units	2019	2020	2021	2022	2023
Spend value						
In-house	GBP					
Outsourced (<i>NHS Ambulance Trusts</i>)	GBP					
Outsourced (<i>Other 3rd party</i>)	GBP					
Total	GBP					
Number of trips made						
In-house	Number					
Outsourced (<i>NHS Ambulance Trusts</i>)	Number					
Outsourced (<i>Other 3rd party</i>)	Number					
Total	Number					
Number of unique patients served						
In-house	Number					
Outsourced (<i>NHS Ambulance Trusts</i>)	Number					
Outsourced (<i>Other 3rd party</i>)	Number					
Total	Number					

Falls Services	Units	2019	2020	2021	2022	2023
Spend value						
In-house	GBP					
Outsourced (<i>NHS Ambulance Trusts</i>)	GBP					
Outsourced (<i>Other 3rd party</i>)	GBP					
Total	GBP					
Number of trips made						
In-house	Number					
Outsourced (<i>NHS Ambulance Trusts</i>)	Number					
Outsourced (<i>Other 3rd party</i>)	Number					
Total	Number					
Number of unique patients served						
In-house	Number					
Outsourced (<i>NHS Ambulance Trusts</i>)	Number					
Outsourced (<i>Other 3rd party</i>)	Number					
Total	Number					

Question 3:

If outsourced providers are used to deliver Patient Care Transport Services in your region, please list the outsourced providers that are currently providing these services. Please also specify for each provider:

- The start and end date of their current contract (not including any extensions)
- Whether there is an optional extension period and how long this extension period is
- How many bidders participated in the last tender round for each contract

Please provide this for each of the three areas outlined above (NEPTS, HDU services, and Falls services)

Question 4:

What is your budgeted spend on Patient Care Transport (across NEPTS, HDU services, and Falls services) in the financial years, 2023-24 and 2024-25?

RESPONSE:

Wigan Council does not currently separately commission and therefore hold cost information for patient care transport services.

Support with transportation to health services for people accessing adult social care are co-ordinated with local NHS partners and adult social care providers.