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Darlington Memorial Hospital
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Darlington
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Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 01.24.55

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

07th February 2024

Dear Mr James

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 16th January 2024 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Patient Transport and I am providing the following information in response to your specific questions:

Please can you indicate in the table below which services, if any, your organisation procures and advise who currently provides that service. Please confirm the current contract end date, how many journeys are conducted per annum (including abortions, excluding cancelled), the approximate spend per annum and lastly, please indicate how many months in the previous 12 they achieve their Inbound and Outbound KPI targets.

If you are answering on behalf of multiple sites / Trusts or geographical areas please state which and if the contracts differ between these please complete a separate table as appropriate.

Services Procured	Current Provider	Contract End Date	Patient journeys per annum	Spend per annum	In the previous 12 months, how many times was KPI achieved?		
					INBOUND	OUT Outpatients	OUT Discharges
Non-emergency patient transport	NEAS and Cipher						

Services Procured	Current Provider	Contract End Date	Patient journeys per annum	Spend per annum	In the previous 12 months, how many times was KPI achieved?		
					INBOUND	OUT Outpatients	OUT Discharges
High Dependency	NECTAR						
Mental Health	N/A						
Renal Dialysis	N/A						
Taxi Services – staff and/or patients	Stanley Taxis	31/08/2025		£220,827 Annual Contract			

The Trust does not commission Non-emergency Patient Transport or High Dependency services. NHS North East and North Cumbria Integrated Care Board (ICB) commission this for all our sites and should be the first point of contact for this information. If you wish to contact the ICB, we would advise, in accordance with Section 16 of the Act (duty to provide advice and assistance), that you contact the organisation via the following address:

Information Governance Team
North of England Commissioning Support
John Snow House
Durham University Science Park
Durham
DH1 3YG

Email: necsu.ICBfoi@nhs.net

The Trust does not provide Mental Health Services. Tees Esk & Wear Valley Foundation Trust should be the first point of contact for this information. If you wish to contact Tees Esk & Wear Valley Foundation Trust, we would advise, in accordance with Section 16 of the Act (duty to provide advice and assistance), that you contact that organisation via the following address:

Trust Secretary's Department
West Park Hospital
Edward Pease Way
Darlington
DL2 2TS

Email: tewv.foi@nhs.net

The Trust does not provide Renal Dialysis service. The service is provided by South Tees Hospital and Newcastle Hospital. If you wish to contact them in accordance with Section 16 of the Act (duty to provide advice and assistance) you can do so via the following address:

South Tees NHS Foundation Trust
Murray Building
The James Cook University Hospital
Marton Road
Middlesbrough, TS4 3BW

Email: stees.foi.admin@nhs.net

The Newcastle Upon Tyne Hospitals NHS Foundation Trust:
Freeman Road
Newcastle Upon Tyne
NE7 7DW

Link to FOI submission page: <https://www.newcastle-hospitals.nhs.uk/help/foi/>
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 on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I am sorry that I have not been able to provide all of the information you requested, however I hope that my explanation as to why this is not possible has been satisfactory. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator