



Kent and Medway
NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Sent via email

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Dear [REDACTED]

Request for Information

I write further to your request FOI ID 52004 under the Freedom of Information Act 2000 regarding: -

Non-Emergency patient journeys

Your request is set out below:

- I would like to know how many non-emergency patient journeys are made each year. However, I am aware that most of non-emergency patient transfers are carried out by private providers contracted by the NHS. Would the NHS hold the data about their activities or not because they are private companies?

Patient journey details are typically stored in individual records, so compiling data on total journeys would require manually reviewing each record and is therefore likely to be exempt from release due to time constraints. However, contractor companies might maintain centralized registers of journeys per organisation.

- Would they also be able to distinguish in the data between how many patient journeys were carried out by NHS and how many were done by private contractors?

As above, this information is not held centrally and would require a manual exercise to determine these details.

- I would also like to know some specifics about which private contractors the NHS has contracted and how much the contracts were worth. Would the NHS be able to share the name and value of these contracts?

Many NHS organisations publish their contracts registers on their websites, where you can find detailed information about all contracts they hold. Our contracts register is available at the following link: <https://www.kmpt.nhs.uk/about-us/freedom-of-information/contracts-register/contract-register/>

- When it comes to complaints would they be able to tell me the amount of complaints they have received regarding non-emergency patient transfers and if so would they be able to share any detail on

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Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

the nature of the complaints e.g late arrival, staff issues etc or would it only be x amount of complaints ?

Complaints made to the NHS organisation may be available for release. However, if complaints were submitted directly to the company, we cannot comment on their record management.

In addition to the above, our trust has a patient transport policy in place that fully aligns with and is consistent with wider NHS guidance. This ensures our patients receive safe and fair access to transport services focused on their needs.

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely
On Behalf of
The Information Governance Department