



**Liverpool**

**Clinical Commissioning Group**

Corporate Services

NHS Liverpool Clinical Commissioning Group

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Lewis's Building

2 Renshaw Street

Liverpool

L1 2SA

Ref: 58346

28<sup>th</sup> May 2019

Email:

Email: [foi@liverpoolccg.nhs.uk](mailto:foi@liverpoolccg.nhs.uk)

Dear

**Re: Freedom of Information Request**

Thank you for your Freedom of Information request that we received on 30<sup>th</sup> April 2019, with regards to non-emergency patient transport.

**Request / Response:**

1. How many people accessed the non-emergency patient transport (NEPTS) during the periods below?

	2015/16	2016/17	2017/18	2018/19
<b>Numbers (MERSEYSIDE)</b>	312,059	238,157	327,908	329,721
<b>Numbers Great Manchester</b>		376,437	523,651	540,997
<b>Numbers (Cumbria)</b>	170,603	125,264	159,890	164,054
<b>Numbers (Lancashire)</b>	482,541	422,086	541,527	536,362
<b>Numbers (Cheshire)</b>	239,464			
<b>Numbers (Abort Exclusions/ NCA/ Cancels/ PES/ Bespoke)</b>				
<b>For whole area</b>	235,978	581978	295,811	299,452
<b>Total Numbers</b>	1,440,645	1,743,922	1,848,787	1,870,586

2. How many people requested access to NEPTS but were refused the service?

	2015/16	2016/17	2017/18	2018/19
<b>Numbers (MERSEYSIDE)</b>	1,552	2,854*	3,121	3,232

\* Figures available from July 2016 - March 2017

3. Has there been any change in how people access NEPTS during the periods listed?

Year	Yes	No
2015/16		No
2016/17	Eligibility assessments were formalised as part of the tender specification which commenced in July 2016	
2017/18		No
2018/19		No

Have there been changes in the guidance issued to those conducting eligibility assessments?

**Response:**

**No**

Please send any supporting documentation regarding this or list below:

N/A
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If yes, please tick categories affected:

	Disability	Financial Assessment / Disability Benefit	Other (please list)
2015/16	N/A	N/A	N/A
2016/17	N/A	N/A	N/A
2017/18	N/A	N/A	N/A
2018/19	N/A	N/A	N/A

4. How many people were reassessed for eligibility for access to non-urgent patient transport service?

	2015/16	2016/17	2017/18	2018/19
One off assessment				
Annual Assessment				
Other				

**Response:**

The CCG does not hold this information and a request would need to be made directly to North West Ambulance Service (NWAS) as the service provider via [FOI.enquiries@nwas.nhs.uk](mailto:FOI.enquiries@nwas.nhs.uk)

5. What was the outcome?

	2015/16	2016/17	2017/18	2018/19
An increase in eligibility				
A decrease in eligibility				
Referral to community transport/other				

**Response:**

The CCG does not hold this information and a request would need to be made directly to North West Ambulance Service (NWAS) as the service provider via [FOI.enquiries@nwas.nhs.uk](mailto:FOI.enquiries@nwas.nhs.uk)

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

**Corporate Services Team**

