



**Wye Valley**  
NHS Trust

**Trust Headquarters located at:**  
The County Hospital  
Hereford  
HR1 2ER

[freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

31 October 2019

**FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2019/0356**

Thank you for your request for information.

Wye Valley NHS Trust responds:

**//////////////////////////////////REQUEST**

The Trust did commission NEPTS (non-emergency patient transport service) from E-zec Medical Ltd up to 31 March 2019, however, on 1 April 2019 the Hereford Clinical Commissioning Group (HCCG) took back the contract and now commission NEPTS directly. HCCG also commission the ambulance service.

Currently WMAS (West Midland Ambulance Service) provide emergency transport to and from the Trust. E-zec Medical provide non-emergency transport to and from the Trust. Both of these services are commissioned by HCCG who hold the primary data about the associated costs and volumes.

The HCCG have a separate FOI office information of which can be found via this link:  
<https://www.herefordshireccg.nhs.uk/contact-us/freedom-of-information> .

**//////////////////////////////////**

I would like to do a Freedom of Information request regarding your transport dispatch system.

I kindly ask you if you could please let me know what transport (non-emergency and emergency) dispatch system you use for transportation of patients from the hospital to their homes/homes to hospital. Additionally, I would also like to know what the system is charging the trust, how many taxis does the trust pay for and how many people have access to this platform system.

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If you have queries or any concerns contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Information Governance/Privacy Officer  
Wye Valley NHS Trust  
Monkmoor Court  
31-34 Commercial Road  
Hereford  
HR1 2DX

Glen Burley, Chief Executive

Russell Hardy, Chairman

Email: [freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire, SK9 5AF

Telephone: 01625 545 745     [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely,

Freedom of Information Coordinator

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All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at [www.opsi.gov.uk/advice/psi-regulations/index.htm](http://www.opsi.gov.uk/advice/psi-regulations/index.htm)