

## Information Governance

Medical Directorate  
NHS Grampian  
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Cornhill Road  
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AB25 2ZG



BY EMAIL  
David Kelly  
[david.kelly@ctauk.org](mailto:david.kelly@ctauk.org)

Date 16 May 2025  
Our Ref FOI/2025/360  
Enquiries to Information Governance Team  
Extension 54983  
Direct Line 01224 554983  
Email [gram.foi@nhs.scot](mailto:gram.foi@nhs.scot)

Dear Mr Kelly

### Freedom of Information (Scotland) Act 2002

I refer to your e-mail dated 7 April 2025, requesting:

*“1. Since the legislation was legally commenced on 1 October 2023, how has NHS Grampian paid due regard to community benefit in non-emergency patient contracts, and the extent to which such contracts will improve economic, social or environmental wellbeing, to comply with its duty under Part 10, Section 120 of the Transport (Scotland) Act 2019?*

*2. Since the legislation was legally commenced on 1 October 2023, how has NHS Grampian worked with bodies which provide community transport services in its area in providing non-emergency patient transport services to comply with its duty under Part 10, Section 121, Subsection 1 of the Transport (Scotland) Act 2019?*

*3. Since the legislation was legally commenced on 1 October 2023, how has NHS Grampian reported on:*

- the steps it has taken to comply with these duties under the Transport (Scotland) Act 2019;*
- the extent to which non-emergency patient transport services in its area have been effective and cost-effective; and,*
- further action it proposes to take to comply with these duties?*

*4. In each of the last 5 years, how much did NHS Grampian spend on non-emergency patient transport?*

*5. In each of the last 5 years, how much did NHS Grampian spend with private taxi firms on non-emergency patient transport?*

6. In each of the last 5 years, how much did NHS Grampian spend with non-profit organisations which provide community transport services on non-emergency patient transport?"

I can now respond as follows:

**1. Since the legislation was legally commenced on 1 October 2023, how has NHS Grampian paid due regard to community benefit in non-emergency patient contracts, and the extent to which such contracts will improve economic, social or environmental wellbeing, to comply with its duty under Part 10, Section 120 of the Transport (Scotland) Act 2019?**

We have a framework for patient transport - Framework Agreement for the Provision of Patient Transport Services (Ref: OC004/21).

This was awarded in March 2022 and will expire in March 2026. Sustainability was considered as part of the tender but we do not have any details on any community benefits delivered under the contract

**2. Since the legislation was legally commenced on 1 October 2023, how has NHS Grampian worked with bodies which provide community transport services in its area in providing non-emergency patient transport services to comply with its duty under Part 10, Section 121, Subsection 1 of the Transport (Scotland) Act 2019?**

The HTAP is a network of partner agencies, chaired by a representative from NHS Grampian, and includes a representative from the Community Transport Association. We produce an annual report on progress towards delivery of the objectives in the Health and Transport Action Plan. This is circulated to partner organisations represented at HTAP.

**3. Since the legislation was legally commenced on 1 October 2023, how has NHS Grampian reported on:**

- the steps it has taken to comply with these duties under the Transport (Scotland) Act 2019;
- the extent to which non-emergency patient transport services in its area have been effective and cost-effective; and,
- further action it proposes to take to comply with these duties?

Whilst HTAP is a route to work with community transport partners, it is not currently within the remit of HTAP to report on non-emergency patient transport services in the area.

**4. In each of the last 5 years, how much did NHS Grampian spend on non-emergency patient transport?**

	Total Spend
2020/21	783
2021/22	945
2022/23	1,285
2023/24	1,569
2024/25	1,463

Spend is provided in £k.

**5. In each of the last 5 years, how much did NHS Grampian spend with private taxi firms on non-emergency patient transport?**

	Taxis
2020/21	594
2021/22	554
2022/23	868
2023/24	1,192
2024/25	1,149

Spend is provided in £k. Information is based on spend as per financial ledger.

**6. In each of the last 5 years, how much did NHS Grampian spend with non-profit organisations which provide community transport services on non-emergency patient transport?**

	Non profit Organisations
2020/21	73
2021/22	115
2022/23	57
2023/24	125
2024/25	89

Spend is provided in £k.

Please note information is based on invoice payment date.


Under section 20 (1) of the Act, if you are dissatisfied with the way NHS Grampian has dealt with your request, you have a right to request a review of our actions and decisions in relation to your request. Should you be unhappy with the outcome of that review you have a right to appeal to the Scottish Information Commissioner.

A request for review must be made within 40 working days and should, in the first instance, be in writing to: Directorate of Corporate Communications, Foresterhill House, Foresterhill, Aberdeen, AB25 2ZB or by email to [gram.foi@nhs.scot](mailto:gram.foi@nhs.scot)

Requests for appeal can be made by using the Scottish Information Commissioner's online service at [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal) or should be made in writing to: Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS Telephone: 01334 464610, Fax: 01334 464611.

If you remain dissatisfied following an appeal to the Scottish Information Commissioner your recourse is to the Court of Session on a point of law.

Yours sincerely



**Roohi Bains**  
**Information Governance Manager & Deputy DPO**  
**NHS Grampian**