

**Corporate Services and
Governance**

NHS Greater Glasgow and Clyde
Corporate HQ
J B Russell House
Gartnavel Royal Hospital Campus
1055 Great Western Road
GLASGOW
G12 0XH



David Kelly
Director for Scotland
Community Transport Association

Date: 24 June 2025
Your Ref
Our Ref FOI 2501034
Email ggc.foi.dalian@nhs.scot

SENT BY EMAIL TO
david.kelly@ctauk.org

Dear Mr Kelly

REQUEST FOR INFORMATION - FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

Thank you for your request received on 7 April 2025 for the provision of information in relation to non-emergency patient transport.

We are treating your request under our procedures for responding to requests for information under the Freedom of Information (Scotland) Act 2002.

I am aware that this response has been issued to you outside the statutory timescale of 20 working days as set out in the Act, and I offer my apologies for the delay in responding. We always endeavour to comply with this timescale but unfortunately this is not always possible.

Response:

- 1. Since the legislation was legally commenced on 1 October 2023, how has NHS Greater Glasgow and Clyde 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 Greater Glasgow and Clyde 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 Greater Glasgow and Clyde 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?***

In response to your questions 1, 2 and 3, we must advise you that we are not familiar with the Act to which you refer nor what is required of the Board as a consequence of this legislation. In formal terms, under section 17 of FOISA I am required to inform you that NHSGGC does not hold the information requested.

However, now that this has been drawn to our attention, we can tell you that our colleagues who manage the in-house transport services are investigating the Act's requirements and will determine what we should be doing to ensure compliance. They are also ensuring that the matter is also added to the Agenda of the next National Group meeting.

Under section 15(1) of FOISA, a Scottish public authority must, so far as it is reasonable to expect it to do so, provide advice and assistance to a person who proposes to make, or has made, a request for information to it.

Accordingly, we can tell you that we recognise that there are elements of the Board-wide In-house Transport service that facilitate non-emergency patient transport, most notably in helping to promote inpatients being timeously discharged from hospital and/or in providing transport for some Renal patients to and from their respective Renal Dialysis Units. Predominantly, this has been to assist clinical services who have experienced longstanding issues in receiving the expected/required services from the Scottish Ambulance Patient Non-emergency Transport Services and to minimise the cost of using third party external providers that are generally more expensive.

Where such in-house services are in place they should be consistent with developed Service Level Agreements with the respective clinical functions.

We have also been advised that, within NHSGGC there has been some dialogue with Community Transport Groups in recent years but this has been relatively limited and our understanding is that most other Boards are likely to be very similar to NHSGGC.

4. In each of the last 5 years, how much did NHS Greater Glasgow and Clyde spend on non-emergency patient transport?

Our response is provided in Table 1.

2020/21	2021/22	2022/23	2023/24	2024/25
4,085,611	5,013,345	6,280,044	5,434,982	5,060,467

Table 1: Spend on non-emergency patient transport, by year

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

Please see our response in Table 2.

2020/21	2021/22	2022/23	2023/24	2024/25
374,554	414,774	563,982	551,256	473,157

Table 2: Spend with private taxi firms, by year – please refer to note shown below**

** Table 2 relates to the total spend on taxis; we are not able to identify how much is for non-emergency patient transport. This spend is included in question 4.

Please note that NHSGGC does not hold the specific level of detail requested by you with respect to taxi spend on non-emergency patient transport, therefore under section 17 of FOISA I am required to notify you that this specific information is not held by NHS Greater Glasgow and Clyde (NHSGGC).

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

Please see our response in table 3.

2020/21	2021/22	2022/23	2023/24	2024/25
241,757	240,430	235,857	225,477	224,705

Table 3 : Spend with non-profit organisations on non-emergency patient transport, by year***

***Please note that this spend is to provide hospital discharge services. There may be other community services which we have not been able to identify. This spend is included in question 4.

Again, NHSGGC does not hold the specific level of detail requested by you with respect to spend with non-profit organisations on non-emergency patient transport, therefore under section 17 of FOISA I am required to notify you that this specific information is not held by NHS Greater Glasgow and Clyde (NHSGGC).

I hope that this is helpful. If you are not satisfied with our response to your request, you have a right to request a review of this decision within 40 working days of receiving this response. Your request for review must be in permanent form and should state:

- That you are asking for a review of this decision and
- Why you are unhappy with the response you have received.

If you wish us to carry out a review, please write to:

**Director of Corporate Services and Governance
NHS Greater Glasgow & Clyde
Corporate HQ, JB Russell House
Gartnavel Royal Hospital
1055 Great Western Road
Glasgow
G12 0XH**

Or send by email to:

ggc.foi.dalian@nhs.scot

If following a review, you remain dissatisfied with the outcome, you have the right to ask for advice, assistance or to make a formal appeal in writing to the Scottish Information

Commissioner within six months of receiving the outcome of a review. The Commissioner can be contacted at:

enquiries@foi.scot
www.foi.scot

or at: **Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS.**

If following appeal to the Scottish Information Commissioner you still remain dissatisfied with the outcome, you have a right of appeal to the Court of Session on a point of law against the decision of the Scottish Information Commissioner.

Should you require any clarification about this letter or the right to request a review please contact me at the details at the top of the first page of this letter.

Yours sincerely

Freedom of Information Officer