

NHS Lanarkshire,  
Headquarters,  
Kirklands,  
Fallside Road,  
Bothwell  
G71 8BB.



Date 7 May 2025  
Reference FOI/0005185/LCB  
Enquiries to Linda Brownlie  
Telephone 01698 752634

Dear Mr Kelly

Further to your enquiry of 7 April 2025 under the Freedom of Information Act, please find our response below. In your request you asked six questions about patient transport. These are detailed below together with our response.

- 1. Since the legislation was legally commenced on 1 October 2023, how has NHS Lanarkshire 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 Lanarkshire 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?**

As part of any NHS Lanarkshire tender process the tenderers are asked to give details of their input to sustainability and economic setup, details of current fleet and planned upgrades. They are also asked about benefits they provide to the local community. This is part of the scoring criteria for awarding the contracts.

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

- the steps it has taken to comply with these duties under the Transport (Scotland) Act 2019;**

See the answer to (1) and (2) above

- the extent to which non-emergency patient transport services in its area have been effective and cost-effective; and,**

Value and sustainability are part of the tender review process

- further action it proposes to take to comply with these duties?

None

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

2020/2021 £	2021/2022 £	2022/2023 £	2023/2024 £	2024/2025* £
957,245	1,780,252	2,125,243	2,350,742	1,923,197

\*to January 2025

Please note that the above costs include taxis, Hospital Ambulance Car Service (HACs), community transport and private ambulances

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

2020/2021 £	2021/2022 £	2022/2023 £	2023/2024 £	2024/2025* £
208,777	344,564	405,839	427,843	361,424

\*to January 2025

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

Transport	2020/2021 £	2021/2022 £	2022/2023 £	2023/2024 £	2024/2025* £
Getting Better Together	71,428	74,338	102,952	115,875	110,711
Community Transport Glasgow (CTG)					
Golden Jubilee Shuttle Bus	60,785	60,785	60,785	60,785	50,654
CTG Hub	49,500	49,500	49,500	49,500	49,500
Total	181,713	184,623	213,237	226,160	210,865

\*to January 2025

I hope this is to your satisfaction. If you have any further queries on this, please do not hesitate to contact me.

If you are not satisfied with this response to your original request, we can advise you that you do have a right to a review under section 20 of the Freedom of Information (Scotland) Act. For this review you should write to Donald Wilson, Director of Digital Services, NHS Lanarkshire, Kirklands, Fallside Road, Bothwell G71 8BB or by email to [Donald.Wilson@lanarkshire.scot.nhs.uk](mailto:Donald.Wilson@lanarkshire.scot.nhs.uk) within 40 working days of 7 May 2025.

If, following the outcome of a request for review, you are still dissatisfied I can advise you that you have the right to make application for a decision by the Scottish Information Commissioner under Section 47(1) of the Freedom of Information (Scotland) Act 2002. An appeal can be made to the Commissioner online at [www.foi.scot/Appeal](http://www.foi.scot/Appeal), by post to Kinburn Castle, Doubledykes Road, St Andrews, Fife KY16 9DS, by telephone on 01334 464610 and by e-mail at [enquiries@foi.scot](mailto:enquiries@foi.scot).

Yours sincerely

***Linda Brownlie***

Linda Brownlie  
Freedom of Information Officer  
NHS Lanarkshire