

Freedom of Information (Scotland) Act 2002
Environmental Information (Scotland) Regulations 2004

Date received	07/04/2025	Subject	Patient Transport	
Date passed	07/04/2025	Respond by	28/04/2025	
Passed to	Finance		FOI number	2024-024
Category of information requested	H&SC Delivery - Patient / Clinical Management			

Question/s to be answered

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

NHS Shetland does not currently have non-emergency patient transport contracts in place, as these services are provided by the Scottish Ambulance Service (SAS) through their Patient Transport Services (PTS) arrangements. As of the commencement of the legislation on 1 October 2023, NHS Shetland has not entered into separate non-emergency patient transport contracts and, therefore, has not had the opportunity to directly pay regard to community benefit under this section of the Act. The responsibility for these services, including the consideration of community benefit, remains with the Scottish Ambulance Service, which operates on a national scale, covering all health boards in Scotland, including NHS Shetland.

2. Since the legislation was legally commenced on 1 October 2023, how has NHS Shetland 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?

NHS Shetland has not directly worked with community transport bodies for non-emergency patient transport services. The provision of these services falls under the remit of the Scottish Ambulance Service, which has the responsibility to ensure that appropriate services are provided across the region, including engagement with community transport providers where needed. Since NHS Shetland does not have direct contracts for non-emergency transport, it has not engaged in discussions or collaborations with community transport providers regarding the provision of these services.

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

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

NHS Shetland has not taken specific actions under the Transport (Scotland) Act 2019 regarding non-emergency patient transport services because these services are managed

Freedom of Information (Scotland) Act 2002

Environmental Information (Scotland) Regulations 2004

and provided by the Scottish Ambulance Service, which is responsible for ensuring compliance with the Act.

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

NHS Shetland does not directly oversee or manage the provision of non-emergency patient transport services, so any assessment of effectiveness or cost-effectiveness would be within the remit of the Scottish Ambulance Service. NHS Shetland, as the local health board, works in partnership with SAS and receives feedback on service delivery but does not independently assess these services.

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

NHS Shetland does not foresee any further actions regarding non-emergency patient transport services, as this responsibility lies with the Scottish Ambulance Service. However, NHS Shetland is committed to working with SAS to ensure that all transport-related services meet the needs of the Shetland community in an effective and sustainable manner.

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

Nil

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

	2,024
LABS DELIVERY	27,668
NON STAFF	4,420
PATIENT	45,678
PHARMACY DELIVERY	12,634
STAFF	18,236
VISITING CLINICIAN	7,486

Freedom of Information (Scotland) Act 2002
Environmental Information (Scotland) Regulations 2004

WARD DELIVERY	222
	116,344

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

Nil