

**Private & Confidential**

David Kelly

Date: 17/04/2025  
Your Ref:  
Our Ref: **FOI 250-2025**

Enquiries to: Information Governance Office  
Extension: 3031  
Direct Line: 01851 708031  
E-mail: [wi.foi-requests@nhs.scot](mailto:wi.foi-requests@nhs.scot)

Dear Sirs,

**Request for information under the Freedom of Information (Scotland) Act 2002**

Further to your recent enquiry under the Freedom of Information Act, received on **07/04/2025** please find our response below. In your request you asked for the following information:

On behalf of the [Community Transport Association](#) (CTA), I would like to submit a Freedom of Information request for information pertaining to the following questions:

- Q1 Since the legislation was legally commenced on 1 October 2023, how has NHS Western Isles 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?
- Q2 Since the legislation was legally commenced on 1 October 2023, how has NHS Western Isles 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?
- Q3 Since the legislation was legally commenced on 1 October 2023, how has NHS Western Isles 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?
- Q4 In each of the last 5 years, how much did NHS Western Isles spend on non-emergency patient transport?
- Q5 In each of the last 5 years, how much did NHS Western Isles spend with private taxi firms on non-emergency patient transport?

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Oifisean Bòrd na Slàinte  
37 Mol a Deas, Steòrnabhagh, Eileanan Siar, HS1 2BB

Headquarters  
37 South Beach, Stornoway, Western Isles, HS1 2BB

Cathraiche: G. NicCannon  
Ceannard an Gníomh: G. MacSheumais

Chair: Gillian McCannon  
Chief Executive: Gordon Jamieson



*Western Isles NHS Board is the common name of Western Isles Health Board*

**“The best at what we do”**

*NHS Western Isles will work actively with patients, the public and our partners to improve our community's health and wellbeing, to tackle inequalities, and to deliver high quality, reliable clinical services.*

Q6 In each of the last 5 years, how much did NHS Western Isles spend with non-profit organisations which provide community transport services on non-emergency patient transport?

**A1 - The Local Authority on behalf of the Western Isles Integration Joint Board have developed an Adult Social Care Assisted Transport Provision Policy Statement 2023 and is committed to promoting independence across all areas of service provision and seeks to ensure that all service users are able to live and travel as independently as possible.**

**A4 - Non-emergency patient transport provided by Scottish Ambulance Service – this is not part of the Health Board remit.**

**We do use occasional cabs to get patient home from discharge not under patient travel and there is a small budget in each ward for that purpose.**

2020	2021	2022	2023	2024	Grand Total
20,535	20,759	25,236	16,778	21,786	105,093

***Excludes renal dialysis patients***

**A6 NHS Western Isles does not contract with non-profit organisations for non-emergency patient transport.**

If you are dissatisfied with the way NHS Western Isles has dealt with your request, you have a right to request a review of our actions and decisions in relation to your request within 40 working days and we will respond within 20 working days of its receipt. For this review you should write to Information Governance Manager, NHS Western Isles, 37 South Beach, Stornoway Isle of Lewis, HS1 2BB stating clearly why you wish a review to be carried out.

If, following the outcome of a request for review, you are still dissatisfied you have the right to make an application for a decision by the Scottish Information Commissioner under section 47(1) of the Freedom of Information (Scotland) Act 2002 within 6 months of receiving the response to review letter. The Commissioner can be contacted at Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS or by telephone on 01334 464610 or via the website [www.foi.scot/appeal](http://www.foi.scot/appeal).

If you have any further queries regarding this response please do not hesitate to contact me.

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Continued

Yours sincerely



Carol Macdonald  
Information Governance Manager

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