

Data Provision Notice

Non-Emergency Patient Transport Services (NEPTS)



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Background

The Health and Social Care Act 2012 (the Act) gives NHS England statutory powers, under section 259(1)(a), to require data from health or social care bodies, or organisations that provide publicly funded health or adult social care in England, where it has been directed to establish an information system by the Secretary of State for Health and Social Care.

The data, as specified by NHS England in this published Data Provision Notice, is required to support a direction from the Secretary of State for Health and Social Care to NHS England. Therefore, organisations that are in scope of the notice are legally required, under section 259(5) of the Act, to provide the data in the form and manner specified below.

Purpose

The Non-Emergency Patient Transport Services (NEPTS) is an ongoing data collection which commenced in 2022, from a commitment made as part of NHS England's [review of non-emergency patient transport services](#) (published August 2021).

NEPTS are specialised services provided primarily by the NHS to assist patients who are unable to attend healthcare appointments by public transport due to their medical conditions.

This data is collected to allow for a national, ICB, and data provider view, of NEPTS within the NHS. This ensures stakeholders are able to understand the provider landscape, target areas for improvement, and provide assurance on performance across England.

Benefits

The data set provides transparency and consistency in data collection across NEPTS; opportunity for the identification and sharing of good practice on the most effective and efficient ways of delivering services and the targeting of improvement support.

The data set will enable ICBs, commissioning the services, to understand NEPTS activity and comparative performance and procure services based on realistic assumptions.

Legal basis for collection, analysis, publication, and dissemination

Collection and analysis

NHS England has been directed by the Secretary of State for Health and Social Care under section 254 of the Health and Social Care Act 2012; to establish and operate a system for the collection and analysis of the information specified for this service. The direction and accompanying requirements specification are published on the NHS England website: <https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/directions->

[anddata-provision-notice/nhs-england-directions/non-emergency-patient-transport-servicesdata-collection-directions-2022](https://www.nhs.uk/anddata-provision-notice/nhs-england-directions/non-emergency-patient-transport-servicesdata-collection-directions-2022)

This information is required by NHS England under section 259(1)(a) of the Health and Social Care Act 2012.

In line with section 259(5) of the Act, all organisations in scope, in England, must comply with the requirement and provide information to NHS England in the form, manner and period specified in this Data Provision Notice.

This Notice is issued in accordance with the procedure published as part of NHS England duty under section 259(8).

Publication

Under section 260(1) of the Health and Social Care Act 2012, NHS England must publish all information it obtains by complying with a direction under section 254 or a request under section 255 of the Act unless the information falls within section 260(2), as such ICB financial data obtained by virtue of the directions will not be published.

Dissemination

NHS England will use its discretionary powers under section 261 of the Health and Social Care Act 2012 to disseminate any information collected or obtained under these Directions where there is a suitable legal basis.

Non-financial data from the collection will be made available for all ICBs, and NEPTS providers, in aggregated dashboards for those with an [NHSFutures](#) account (or similar platform). This is to enable all stakeholders to view and compare their data with that of other ICBs and providers, supporting improved transparency and better benchmarking. Aggregated data will be shared with ICBs, and NEPTS providers.

Financial data will only be available to ICBs. There will be a separate dissemination of this data to ICBs, where their own and other ICB data will be available to them.

Persons consulted

On receipt of a direction to establish a mechanism to collect NEPTS data, NHS England has, as required under section 258 of the Health and Social Care Act 2012, consulted with the following:

- (a) Integrated Care Boards (ICBs)
- (b) National Health Service (NHS) and independent NEPTS providers
- (c) Department of Health and Social Care (DHSC), as the directing organisation
- (d) NHS England NEPTS team
- (e) the Data Alliance Partnership Board (DAPB), established as part of a system-wide information and technology governance model. The DAPB acts with delegated authority from the Secretary of State as the main governance route through which all

data collections and information standard requirements are approved for use in health and care in England.

(f) NHS England Data Design - Aggregate Data Flows team

Scope of the collection

Under section 259(1)(a) of the Health and Social Care Act 2012, this Notice is served in accordance with the procedure published as part of the NHS England duty under section 259(8) on the following persons:

- Integrated Care Boards (ICBs) who have commissioned NEPT services

Under section 259(5) of the Health and Social Care Act 2012 the organisation types specified in the above Scope must comply with the Form, Manner and Period requirements below.

Form of the collection

The NEPTS collection is aggregate. The full Data Specification is detailed in Annex A.

Manner of the collection

This data will be submitted to the Strategic Data Collection Service (SDCS) via controlled MS Excel template specifically designed with data quality validations. Guidance on the submission process is published here:

<https://digital.nhs.uk/dataand-information/data-collections-and-data-sets/datacollections/non-emergency-patienttransport-services-nepts>

Period of the collection

This data will be collected annually.

Supporting documentation including a submission timetable can be found here:

<https://digital.nhs.uk/dataandinformation/data-collections-and-data-sets/data-collections/non-emergency-patienttransportservices-nepts>

Burden of the collection

Steps taken by NHS England to minimise the burden of collection.

In seeking to minimise the burden it imposes on others, in line with sections 253(2)(a) and 265(3) of the Health and Social Care Act 2012, NHS England has an assessment process to validate and challenge the level of burden incurred through introducing new information standards, collections and extractions.

This process is carried out by the Data Standards Assurance Service (DSAS) which assures burden assessment evidence as part of the overarching Data Alliance Partnership Board (DAPB) approval process. The DAPB, acting under authority of the Secretary of State, oversees the assurance, approval and publication of information standards and data collections for the health and social care system in England. A burden assessment was not undertaken for the initial collection, but it was agreed that a burden assessment was to be conducted as part of any uplift to the collection.

A burden assessment was undertaken for the additional vehicle level data requirements, requested from the September 2024 collection onwards (for data items relating to April 2024 onwards). This assessment supported the DAPB approval given to this data collection on 28th March 2024 under reference DAPB4030 Amd 76/2023.

Document Control

The controlled copy of this document is maintained on the NHS England website. Any copies of this document held outside of that area, in whatever format (e.g., paper, email attachment), are considered to have passed out of control and should be checked for currency and validity.

Annex A – Data Specification

Aggregated counts dataset (A)	
1	Total number of completed patient eligibility assessments
2	Total number of patient eligibility assessments that successfully passed eligibility criteria
3	Total number of patient eligibility assessments that failed the eligibility criteria and the decision was overturned at appeal.
4	Total number of completed patient eligibility assessments appeals
5	Total number of HTCS claims processed by ICB
6	Total cost of HTCS claims processed by ICB
7	Total number of booked journeys split by journey type: <ul style="list-style-type: none"> • Outpatient - incentre haemodialysis • Outpatient - all other • Discharge • Hospital transfer • Other
8	Total number of booked journeys split by the source (telephone or online) of the booking and by journey type
9	Total number of cancelled journeys split by journey type
10	Total number of journeys split by booking time (booked on the day of travel, before the day of travel) by journey type
11	Total number of journeys where the patient is accompanied by an escort split by escort type (HCP (Health Care Professional), friend or relative, unknown/other) by journey type
12	Total number of aborted journeys split by journey type
13	Total number of completed journeys split by journey type

14	<p>Total number of inward journeys where the patient arrives for their outpatient appointment within specified time bands before and after their appointment time, split by journey type, and whether the journey was pre planned, or booked on the day.</p> <ul style="list-style-type: none"> • Arrive 46 mins or more before appointment time • Arrive between 16 and 45 mins before appointment time • Arrive between 0 and 15 mins before appointment time • Arrive between 1 and 15 mins after appointment time • Arrive between 16 and 45 mins after appointment time • Arrive between 46 and 90 mins after appointment time • Arrive 91 minutes or more after appointment time
15	<p>Total number of outward journeys where the patient is collected within specified time bands after their booked collection time, split by journey type, and whether the journey was pre planned, or booked on the day.</p> <ul style="list-style-type: none"> • Collected at or before booked collection time • Collected between 1 and 15 mins after booked collection time • Collected between 16 and 45 mins after booked collection time • Collected between 46 and 90 mins after booked collection time • Collected 91 mins or more after booked collection time
16	Total number of completed journeys for an oncology treatment appointment
17	<p>Total number of journeys where patients are in each age band split by journey type:</p> <ul style="list-style-type: none"> • =<17 • 18-65 • 66-80 • 81+ • unknown
18	Average number of patients per vehicle journey
19	Average number of escorts per vehicle journey
20	Total number of completed journeys split by patient mobility
21	Total NEPTS spend across the ICB
22	Patient transport spend not included within NEPTS Contract

23	Activity by indices of multiple deprivation (deciles 1-10) based on postcode of patient's registered address
24	Total number of completed journeys split by Provider Type
25	Total number of journeys completed by vehicles provided in vehicle-level data (Dataset B)
Vehicle-level dataset (B)	
26	Provider type
27	Vehicle registration number
28	Total vehicle mileage in requested period