



Simon Bolton
Interim Chief Executive
NHS Digital
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09/11/2022

Dear Simon

Non-Emergency Patient Transport Services (Data Collection) Directions 2022

1. I am writing on behalf of the National Health Service Commissioning Board (known as **NHS England**) to provide Directions to the Health and Social Care Information Centre, known as and hereafter referred to in these Directions as **NHS Digital**.
 - 1.1 These Directions are given in exercise of the powers conferred by sections 254(1) and (6), section 260(4)(a) and section 304(9), (10) and (12) of the Health and Social Care Act 2012¹ (**the 2012 Act**).
 - 1.2 In exercising the activities and functions described in these Directions, NHS Digital must have regard to such priorities, policies, advice or guidance of NHS England as NHS England may notify in writing from time to time to NHS Digital.
 - 1.3 These Directions are to be known as the **Non-Emergency Patient Transport Services (Data Collection) Directions 2022**.

2. Purpose

- 2.1 The purpose of these Directions (**Purpose**) is to allow for a national and regional view of NEPTS within the NHS and to understand the provider landscape and market position of providers. Provide assurance on performance, spend, and enable benchmarking across England and target improvement activity. Patient: improved data collection and transparency will enable several additional actions set out in the National NEPTS Review to be implemented, ultimately leading to an improved service for the patient.

¹ 2012 c.7

3. Establishing and operating information systems for the Non-Emergency Patient Transport Services (Data Collection) Directions

- 3.1 In accordance with sections 254(1) and 254(6) of the 2012 Act, NHS England directs NHS Digital to establish and operate such systems for the collection and analysis of information described in the Non-Emergency Patient Transport Services National Data (Data Collection) Requirements Specification version 1 issued with these Directions and attached at Annex A of these Directions, which may be updated periodically (within the confines of the scope set out in these Directions) by NHS Digital and agreed in writing by NHS England (**Requirements Specification**).
- 3.2 The system to be established and operated is to be known as the **Non-Emergency Patient Transport Services (Data Collection) Information System**.
- 3.3 Pursuant to NHS England's powers under 254(1) and 254(6) of the 2012 Act, NHS Digital is directed to analyse the information collected pursuant to and/or obtained by NHS Digital complying with these Directions, as may be requested by NHS England or as NHS Digital determines is necessary to achieve the Purpose.
- 3.4 Such analysis referred to above includes:
 - 3.4.1 analysis by reference or linkage to other data obtained by NHS Digital under any other direction under section 254 of the 2012 Act as specified in the Requirements Specification.
 - 3.4.2 analysis for data quality purposes, including undertaking comparison and consistency analysis of the same or similar information obtained through other information systems established by NHS Digital under any other direction under section 254 of the 2012 Act, and taking such steps as NHS Digital considers appropriate to maintain data quality, accuracy and consistency of information it has obtained under these Directions and across all information systems.
- 3.5 NHS Digital is directed to carry out the activities above in accordance with the Requirements Specification and generally in such a way as to enable and facilitate the Purpose described above.

4. Service Levels etc

NHS England directs NHS Digital to exercise the functions described above in accordance with the service levels, support and monitoring requirements, and the reporting and governance requirements notified by NHS England in writing to NHS Digital as at the date these Directions come into force, or as those requirements are amended and notified by an authorised officer of NHS England in writing to NHS Digital from time to time.

5. Requirement for these Directions

- 5.1 In accordance with section 254(3) of the 2012 Act, NHS England considers that the information which could be obtained by complying with these Directions is information which it is necessary or expedient for NHS England to have in relation to its exercise of functions in connection with the provision of NHS services.
- 5.2 In accordance with section 254(5) of the 2012 Act, NHS Digital has been consulted before these Directions have been given.

6. Publication

Pursuant to section 260(4)(a) of the 2012 Act, NHS Digital is directed to publish the information obtained by complying with these Directions in a form, manner and timing as mutually agreed with NHS England and in line with the Code of Practice for Statistics².

7. Dissemination

Any information collected as a result of, or obtained by complying with, these Directions may be disseminated by NHS Digital in accordance with its powers under section 261 of the 2012 Act. This includes disseminating aggregate anonymous data relating to how the service is performing to NHS England under section 261(5)(d) of the 2012 Act to support the Purpose of these Directions.

8. Fees and Accounts

- 8.1 Pursuant to section 254(7) of the 2012 Act, NHS Digital is entitled to charge NHS England a reasonable fee in respect of the cost of NHS Digital complying with these Directions.
- 8.2 NHS Digital must keep proper accounts, and proper records in relation to the accounts, in connection with the **Non-Emergency Patient Transport Services** (Data Collection) Directions 2022.

9. Duration

NHS Digital is directed to operate the Non-Emergency Patient Transport Services (Data Collection Information System (the **Directed Function**)) unless and until revoked by a further direction or instructed in writing by an authorised officer of NHS England on reasonable notice to suspend and/or permanently cease the Directed Function. Where the Directed Function is to cease, such written request will also contain a direction to revoke these Directions in accordance with the timescales and arrangements to be agreed with NHS Digital.

² <https://code.statisticsauthority.gov.uk/>

10. Review of these Directions

These Directions will be reviewed when the Requirements Specification is amended. This review will include consultation with NHS Digital.

Yours sincerely

A handwritten signature in black ink that reads "James Cook". The signature is written in a cursive style with a large initial 'J'.

Signed by authority of NHS England

Date signed: 08 November 2022

Published alongside the Non-Emergency Patient Transport Services (Data Collection) Directions 2022 is:-

Annex A - Requirements Specification for Non-Emergency Patient Transport Services (NEPTS)