



Our ref: WQ90488 & WQ90489

Andrew R.T. Davies MS
Senedd Regional Member for South Wales Central

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29 January 2024

Dear Andrew,

Thank you for your recent Written Questions asking me:

- “Will the Minister confirm a) what is the strategy for promoting the uptake of the non-emergency patient transport service and b) how much is spent on promoting the service”
- “How many discrete patients have used the non-emergency patient transport service for each of the last 5 years, broken down by health board of residence.”

The Non-Emergency Patient Transport Service (NEPTS) is promoted across social media channels including X, Facebook, Instagram and LinkedIn and through the Welsh Ambulance Service NHS Trusts (WAST) web page. The service has its own dedicated area on the Trust website ([HERE](#)). Details of the service are also prominent in WAST’s Integrated Medium Term Plan 2023 – 2026 and forms part of their recruitment campaign [Working For Us](#).

Further, WAST has a Patient Experience and Community Involvement (PECI) department, which promotes NEPTS through a continuous engagement model with patients, public, community groups and events across Wales. The PECI team:

- Provides an overview of the services delivered by WAST, including NEPTS, EMS and 111, explaining their specific functions.
- Has produced an easy read information leaflet on NEPTS and share it widely through engagement with learning disability groups/patients.
- Regularly shares general NEPTS information leaflets at community events.
- Has worked with the NEPTS team to produce an accessible video that is used for certain groups, the video is in English and Welsh audio, includes on screen text and is in BSL. Encourages feedback from people who have used the service through patient surveys.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

In terms of the breakdown, you requested for the discrete number of patients to have used the service, this information is not held centrally. I suggest you write to WAST directly for this level of detail.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'M. E. Morgan'.

Eluned Morgan AS/MS

Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol
Minister for Health and Social Services