

**Reference:** FOI 23484 GLO 11M

**Subject:** Non-Emergency Patient Transport

QUESTION	RESPONSE
<b>Would you please provide, under the Freedom of Information Act, information as to whether the Contractor Performance is analysed, against what criteria, and, if so, provide the information for the last year.</b>	Provider performance is assessed monthly against a number of Key Performance Indicators (see attachment 'FOI 23484 GLO 11M - KPI performance (attachment)' for KPIs and performance for the last year using the most up to date data available)

***The information provided in this response is accurate as of 27 November 2017, and has been authorised for release by Mark Walkingshaw, Deputy Accountable Officer/Director of Commissioning for NHS Gloucestershire CCG.***