

**NHS**

**Wirral**

Clinical Commissioning Group

# NHS Patient Transport Service



**Most people who have a hospital appointment make their own way there, but for some this is not possible. In some cases, people may be able to use the NHS Patient Transport Service to get to and from hospital.**

## **Who can apply for the NHS Patient Transport Service?**

The NHS Patient Transport Service provides a **vital lifeline** for patients whose health conditions might affect their ability to travel without specialist care.

You may be eligible to use the NHS Patient Transport Service if:

- You have a medical condition, which means you cannot use other forms of transport such as bus, train or taxi without further damaging your health.
- Your personal mobility is limited and you would be unable to access healthcare by any other means.
- You may need the skills or support of trained Patient Transport Service staff during your journey to and from your appointment.

Examples of patients who need the NHS Patient Transport Service include:

- Patients requiring travel by stretcher
- Some wheelchair users
- Patients whose health would be damaged if they used any other form of transport
- Certain patients being transferred between hospitals
- Patients who require an oxygen supply to be administered during the journey
- Patients who need to be clinically monitored during their journey
- All Renal Dialysis patients
- All Oncology patients



## Who decides if you can use the NHS Patient Transport Service?

Criteria have been set out to determine which patients are able to use the service. Expert call-handlers who are trained to accurately assess your eligibility and level of need will talk you through the criteria and help you with any questions you might have.

NHS Patient Transport Service staff work hard to ensure that only those patients who are eligible and really need this vital service are given a referral.

## Have you used the NHS Patient Transport Service before?

Each time you book a journey, one of the team will check this service is still right for you. This is because your medical condition and transport needs may change over time.

## How to make a booking

Firstly, you are asked register for the NHS Patient Transport Service by calling the number below. When you call, a member of the team will discuss your transport needs in light of your medical condition to ensure the service is right for you.

Once registered, you or your carer will be able to make future bookings. In certain circumstances, staff in your GP practice or at the hospital clinic will be able to make the booking on your behalf, but only once you are registered.

If you are an oncology / cancer or renal dialysis patient, you will be assessed for use of the service at various stages throughout your treatment.



In order to register, make a booking or amend a booking the number you will need to call is **0345 425 0050** (local call rate).

Booking line is open from **8am** to **6pm** Monday to Friday.

When making your booking you will be asked to provide the following:

- ✓ Name
- ✓ GP name and practice address
- ✓ Date of Birth
- ✓ Date and time of appointment
- ✓ NHS number
- ✓ Details of your mobility needs in respect of your medical condition
- ✓ Collection and destination addresses - **postcodes are essential**
- ✓ Your phone numbers; including your mobile phone.

Once your booking is complete, you will be asked if you would opt in to our **mobile phone text reminder service**, which will provide you with booking confirmation, journey reminders and “we are on the way” text messages.



## Your Outward Journey

Please remember to bring your hospital letter and any medication you need to take on the day of your journey. It may be useful to bring something to read and eat as you may be out for a considerable length of time.

The NHS Patient Transport Service team will always try to keep your journey time to a minimum, but be aware that drivers are likely to pick up other NHS patients en route to your destination.

Once you arrive, if you need assistance, please ask one of our staff who can help you in getting to your clinic.

## After Your Appointment

After your appointment, inform the clinic receptionist that you are ready to go home. In some hospitals, you will get a faster service by using the electronic kiosks provided, so ask for its location but remember your details.

Porters and Patient Transport hospital liaison assistants will be on hand.

**IMPORTANT.** Be aware, **you may have to wait up to 90 minutes for your transport home** and other patients may travel with you - but the team always tries to keep your journey time to a minimum. Once you arrive at home, the Patient Transport Service driver or crew can escort you into your home and ensure you are safe.



# Contact us

For more information about the NHS Patient Transport Service, or if you would like to leave feedback about your personal experience, please do not hesitate to contact us at:

📞 **General enquiry: 01384 246 370**

📞 **Booking line: 0345 425 0050 (Local rate)**

✉️ **Email: [pals@wmas.nhs.uk](mailto:pals@wmas.nhs.uk)**

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