



PATIENT TRANSPORT SERVICES

**For Surrey, Hounslow, North East Hampshire, Farnham
(excluding Surrey Downs)**

What are Patient Transport Services?

NHS Patient Transport Services (PTS) is available to patients whose medical condition is such that they require the skills and support of PTS staff on/after their journey to hospital, or where it would be detrimental to the patient's condition or recovery to travel by other means.

NHS funded PTS is non-urgent planned transport to, from and in-between NHS hospitals/healthcare providers.

How does it work?

From 1st October 2015, the booking service will be provided by South East Coast Ambulance Service (SECamb).



Patients, or a clinician on behalf of the patient **can book hospital transport by calling the SECamb Booking Line — 0300 200 1067 (calls are charged at local rate).**

Am I eligible?

When you call the Booking Line, you will be asked a series of questions to check your eligibility (under Department of Health Guidance 2007). If you are not eligible for NHS funded transport then alternative options and advice will be available.

Tips for Existing Users

- ◆ **When booking, make sure you ask for a number to call in case you have a problem on the day or the driver hasn't arrived on time**
- ◆ **Let them know if your medical condition means that you require assistance with your journey**
- ◆ **Allow enough time to get ready**
- ◆ **If you need to bring an escort/carer, please check for their travel eligibility**
- ◆ **Please inform us of any change to your circumstances**

Patient Transport Services

SECamb Booking Line: 0300 200 1067

ELIGIBILITY FOR PATIENT TRANSPORT SERVICES

- ◆ **Travelling by any other means would have a serious detrimental effect on the patient's condition or recovery (e.g eye surgery, uncontrollable epilepsy).**
- ◆ **The patient has restricted mobility and is unable to self-mobilise (e.g is unable to stand or walk more than a few steps, or is wheelchair bound, where it would be detrimental to their condition or recovery to travel by any other means.**
- ◆ **The patient requires support from a qualified PTS crew during the journey and is a stretcher patient.**
- ◆ **The patient is being transferred to another NHS facility and/or requires medical assistance during the journey (e.g oxygen/medicinal gases, medical equipment, cavity drains, intravenous support).**
- ◆ **Independent travel will be a risk to themselves or others (e.g learning or communication difficulties, psychiatric, physical, psychological).**
- ◆ **Patients with clearly recognised disabilities who are genuinely unable to travel by private or public transport (e.g severely visually impaired/blind).**
- ◆ **Patients receiving treatment for cancer.**

Escorts

Only professional escorts will normally be allowed to travel with patients. A family, friend, carer escort may travel only if the patient falls into one of the following categories:

- * **The patient is under 16 years of age;**
- * **The patient has significant communication difficulties, including learning difficulties, mental health problems, impaired sight or is hard of hearing**
- * **The patient's clinical condition is such that they require constant supervision for safety or requires a carer to assist them at their destination;**
- * **The patient lacks the mental capacity to either make/translate the booking and /or be able to travel to their destination and be mentally fit.**

NB: Mobility needs alone do not necessitate an escort as the patient's mobility needs will be met by ambulance transport crew or hospital

Patient Transport Services

SECamb Booking Line 0300 200 1067