

## Not eligible for transport

If you are not eligible to use the service, then you will need to make your own way to hospital for your appointment.

Our call centre will be able to provide you with further information on the options that may be available to you.

Patient transport is a vital resource for those who need it and should not be seen as an alternative to using public transport or a private car if you are able to do so.

The Patient Advice and Liaison Service (PALS) at your local hospital may also be able to provide advice; this includes information on the Healthcare Travel Costs Scheme which may be of help if you are unable to afford the cost of travelling to and from a hospital appointment.

Information relating to alternative hospital transport options is also available from your Local Healthwatch or other patient representative groups.

Visit [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

This leaflet can be made available in different languages and formats.  
If you require this, please contact [pet@htg-uk.com](mailto:pet@htg-uk.com).



## Feedback and queries

If you have an enquiry about your eligibility to use patient transport, please contact your local NHS Patient Advice and Liaison Service who will be able to direct you.

We welcome your feedback on the service we provide. If you would like to raise any compliments, concerns or complaints about our service then you can contact us by phone, email or post using the details below.

### Telephone

0808 164 4696 (9am-5pm Monday-Friday)

### Email

[PET@HTG-UK.com](mailto:PET@HTG-UK.com)

### By Post

HTG-UK,  
Harrison Place  
Whisby Road  
Lincoln  
LN6 3AH



Working in Partnership with the NHS

# Non-Emergency Patient Transport

## Patient Information Leaflet



ESSEX

HTG UK Ambulance Service, is the provider of non-emergency patient transport services for patients who are registered with GP's in the Essex, Mid Essex and South Essex area and have their transport prebooked.

We provide this service when you need to attend an NHS-funded appointment at a hospital or clinic, are discharged from hospital or need to transfer between centres and, because of your medical condition, you cannot make your own way.

RENAL Treatment appointments are eligible for transport to and from their renal treatment.

## How to book patient transport:

### Booking & enquiry line:

**0808 169 9614**

**This line is available 24/7**

A Call Handler will assess whether you are eligible to use patient transport for OTHER appointments by asking you a few simple questions about your medical condition and mobility or support needs.

Your answers to these questions will determine whether you are eligible.

You will need to have the following information to hand:

- NHS Number
- Date of Birth
- GP Surgery you are registered with
- Full Address with postcode
- Mobility/Support needs
- Date, time and destination of appointment
- Access details of your property

Once your transport is booked, you will be given a booking reference number.

**If your appointment changes or is cancelled, it is your responsibility to inform us to either cancel (at least 2 hours prior) or amend your booking, otherwise we will still attempt to collect you according to the original booking and the NHS will incur a cost.**

If you provide us with a mobile number, you can receive a free SMS reminder the day before your appointment; this also allows you to cancel that journey if you no longer require it.

**When the hospital books your transport they will go through the same process on your behalf. If the booking is changed or cancelled, it will be your or their responsibility to notify us.**

## What to expect for your OUTPATIENT appointment journey

We will collect you from your HOME ADDRESS – we ask you to be prepared a couple of hours prior to your appointment time; we aim to collect you with enough time to get you to the appointment on-time.

Before beginning the journey, our staff will ensure you have everything you need, including your keys, and that the door is locked where necessary.

Our friendly Staff are trained to provide assistance throughout your journey, if you require it, and will escort you to the department.

If you take medication for any condition this should be brought with you; you should also consider bringing a snack and drink in case you are delayed.



You will be returned home after your treatment/appointment and the staff will ensure that you are safely inside before leaving you.

Prebooked transport for all appointments has specific targets as per the contract and we always aim to achieve these.

We aim to get you to the appointment in time, and then pick you up afterwards within an hour of the 'marked ready' time. It is the responsibility of the facility that you attend to make sure HTG-UK are informed if you are finishing earlier or later than the booked time

– all you need to do is provide your Journey Reference number to the Reception or Transport Desk and they can call us or access the HTG-UK Hospital Staff Portal facility.

**For more information, please visit <https://www.htg-uk.com>**