

What to expect for your OUTPATIENT appointment journey

We will collect you from your residence – we ask you to be prepared for pick up - 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 assist throughout your journey, if you require it, and will escort you to the department.

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

You will be returned to your residence after your appointment and the staff will ensure that you are safely inside before leaving you.

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

We aim to pick you up within an hour of the 'marked ready' time.

Healthcare staff are responsible for informing the booking office when you have finished your appointment

This leaflet is available in different languages and formats. If you require this, please contact karen.hutchinson@htg-uk.com

Feedback and queries

HTG-UK welcome your feedback on the service we provide. If you would like to provide feedback about our service, you can contact us

- by phone (details below)
- by email (details below)
- by post (details below)
- complete a feedback form online (QR code)
- Request a form from your crew on the day of travel

If you feel the need to raise a concern, please contact the

Patient Experience Team:

Telephone

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

Email

PET@HTG-UK.com

Post

HTG-UK
Harrison Place
Whisby Road
Lincoln
LN6 3AH

Online Feedback form



To explore our service provision, please visit

www.htg-uk.com



Working in Partnership with the NHS

Non-Emergency Patient Transport



Patient Information Leaflet

Suffolk & North East Essex

HTG UK Ambulance Service, is the provider of non-emergency patient transport services for patients who are registered with a GP practice in Suffolk and North East Essex.

We provide this service if your medical condition means you cannot make your own way:

- to an NHS-funded appointment at a hospital or clinic
- between care and treatment centres
- from hospital when you are discharged

All patients are automatically eligible for transport when travelling to and from RENAL DIALYSIS treatment.

How to book transport:

To receive NHS funded transport, patients must telephone the **Booking & Enquiry Line** on:

01245 951 205

Available 24 hours a day, 7 days a week

The Call Handler will check eligibility against the nationally defined criteria and book appropriately.

The full eligibility framework can be found at:
<https://www.england.nhs.uk>



You will need to have the following information to hand when speaking to the booking team:

- 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 the appointment changes or is cancelled, we ask you to inform the **Booking & Enquiry Line** to either amend or cancel your booking, otherwise we may still attempt to collect you according to the original booking.

If you provide the call handler with a mobile number, you can receive a text 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 needs to be changed or cancelled, it will be **their** responsibility to notify the Booking & Enquiry Line.

Not eligible for transport

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

The call centre will be able to provide you with further information about alternative transport options.

Your local Healthwatch Team may also be able to provide information:

Suffolk: 0800 448 8234 **Essex:** 0300 500 1895
or scan the QR code for their website:

Suffolk



NorthEast Essex



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 vehicle if you are able to do so.

Your GP practice or local Patient Advice & Liaison Service (PALS) may be able to provide advice about the **Healthcare Travel Costs Scheme**, which may be of help if you are unable to afford the cost of the travel.

www.nhs.uk/nhs-services/help-with-health-costs