

Not eligible for transport

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

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 it should not be seen as an alternative to public transport or using a private care 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 able to 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



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 your enquiry. 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 Mon-Fri)

Email

patientexperience@htg-uk.com

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

This leaflet can be made available in different languages and formats. If you require this, please contact patientexperience@htg-uk.com.



Working on behalf of your local NHS

Non-Emergency Patient Transport

0808 169 9614
Patient information leaflet



Non-Emergency Patient Transport

HTG UK, formerly Thames Ambulance Service, is the provider of non-emergency patient transport services for patients who are registered with a GP in Mid and South Essex.

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.

The Department of Health says that patient transport services should only be provided to those people who have a specific and confirmed medical need. For this reason, we assess your eligibility on behalf of the NHS for every new transport booking. Your eligibility may change depending on your condition and medical needs at the time each booking is made.

How to book a patient transport journey

In the majority of occasions, if you require transport to or from hospital this will be booked for you by your healthcare professional.

You should check with the department that organised your appointment to find out whether transport has been arranged on your behalf. If it has, you do not need to take any further action.

If you need to contact us, or you are a relative or carer booking transport on behalf of a patient, please call our 24-hour booking line: **0808 169 9614**.

An HTG Call Handler will assess whether you are eligible to use patient transport by asking you a few simple questions about your medical condition and mobility needs.

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

You will need to have the following information to hand:

- Date of Birth (DOB)
- Your NHS number
- Full address with postcode
- Your mobility needs – are you in a wheelchair for example?
- The date, time and destination of your journey
- Whether there are any access restrictions at your home address, such as steps or stairs

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

If your appointment changes or is cancelled, and you have booked transport with us yourself, it is your responsibility to cancel it if you no longer require it – otherwise we will still attempt to collect you and the NHS will incur a cost.

If you provide us with your mobile phone number you will receive an SMS reminder the day before your appointment and the ability to cancel via SMS if transport is no longer needed.

When the hospital books transport

If the hospital or clinic books your transport, they will go through the same process on your behalf. The person booking your journey will be asked the same questions about your medical condition and mobility needs. If your appointment is changed or cancelled, and the hospital has booked transport on your behalf, it is their responsibility to notify us.

What to expect from patient transport

We will collect you from your home and accompany you to the part of the hospital where we have been asked to drop you off. Our staff are trained to provide assistance to you during the journey, if you require it.

Before beginning the journey, we will make sure that you have your keys to get back in when you return and that your home is securely locked. If you have your appointment letter you should bring this with you. If you take any medication you should bring it with you in case you have not returned home by the time the next dose is due. You should also consider bringing a snack and a drink, especially if you are diabetic.

When we take you home after treatment we will make sure that you are safely back indoors before we leave you.

Friends or relatives who wish to travel with you

We cannot offer space for a companion for every patient because this means there may not be space for other eligible patients. Therefore we will only accept bookings for escorts or companions in certain circumstances and any request will be assessed as part of the eligibility process at the start of the booking.

Patients under the age of 18 should always travel with a relative or carer. Approval for all other companions will be based on medical need.

For more information please visit htg-uk.com

