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| Questions and Answers  |
| 1. | **Q.** | **How can I edit a confirmed booking?** |
|  | **A.** | To edit an existing booking log-into the G4S PTS Online Service booking page, chose the ‘Registration’ at the top of the screen upon which a drop menu will appear. Select ‘Modify Bookings’ and the ‘Journey Details’ screen will appear. Complete the patient information, and select submit at the bottom of the screen. The details of the patient will then appear, to select this patient click on the folder icon on the right-hand side which will open the previously made bookings. From here you can amend the booking. Once completed select submit and the booking will be amended. |
| 2. | **Q.** | **Will the patient details be already on the system?** |
|  | **A.** | Prior to the new contract commencing on 1st July 2016 all current patient bookings will be transferred to G4S and will be available on the Cleric booking system. If the booking is being made for any time after 1st July 2016 and this is the first time the patient has used transport then their details will have to be entered in full.  |
| 3. | **Q** | **What happens if the patient doesn’t have an NHS number?** |
|  | **A.** | Every effort must be made to book with the NHS number. In the event that an NHS number is not available then please escalate this to your dedicated G4S point of contact so that a temporary reference number can be provided.  |
| 4. | **Q.** | **What happens if the patient changes address in between bookings?** |
|  | **A.** | It is important the system holds the correct patient details. When making a booking for a patient who is already on the booking system, care should be taken to check at every step that the details of the patient are correct. If these need to be amended, then this can be done by editing the patient details as described in the training videos provided. |
| 5. | **Q.** | **Are journeys to a care homes covered under the time bound meet and greet provision (i.e. to arrive within 15 minutes of the identified required arrival time).** |
|  | **A.** | No. Time bound journeys are to meet pre-arranged care packages (meet and greet), for patients going home and not necessarily to care homes. (See Q14 and Q20 for further details). |
| 6. | **Q** | **Can you review the status of a patient transport booking to understand if there have been any changes in the pick up or drop off time** |
|  | **A.** | Yes, the Cleric system will allow you to see expected pick up times. If you need help with this then please speak with your G4S designated point of contact.  |
| 7. | **Q.** | **What happens if the patient isn’t registered with a GP in the Kent and Medway area?** |
|  | **A.** | If the patient is registered at a GP outside of the Kent and Medway area then the booking can still be made with G4S, however it would become an Extra Contractual Journey (ECJ) and would require authorisation from the patients CCG before moving the patient. G4S will accept the booking so that you will have a booking reference number and will then on your behalf seek approval from the relevant CCG. Whilst every effort will be made to accommodate ECJ’s where patients are required to travel long distances, the time scales may be beyond 4 hours. If travelling in and/or around London then the response time is 4 hours. (See Q10 for further details). |
| 8. | **Q.** | **How far in advance can I book patient transport?** |
|  | **A.** | The earlier you can book the patient the better. The Cleric system can take booking in advance but please note that if booking a patient well in advance that their eligibility is regularly reviewed to ensure they still meet the criteria. |
| 9. | **Q.** | **For bookings with particular requirements (i.e. difficult home access and/or bariatric etc.) how far in advance does the booking need to be made to allow for a risk assessment to be undertaken? Can the booking be made on the system before the assessment has been undertaken?** |
|  | **A.** | Normally a minimum of 24hrs notice is required to undertake an on-site risk assessment however, it might take a little longer to conclude if specialist equipment is required upon a which further risk assessments will be needed. Journeys requiring an advance risk assessment will still be accepted at the point of booking. If you have any queries regarding your booking please speak to your dedicated G4S point of contact. . (See Q41 for further details). |
| 10. | **Q.** | **Will G4S take out of area journeys? (need to detail who gets the authority for the ECJ and that a booking can be made before approval is obtained and that it is the responsibility of G4S to get the approval)** |
|  | **A.** | Yes, the booking will be taken but held until we receive authorisation to move the patient. This will be via the patients home CCG. However should the patient be a priority, the Kent and Medway CCG’s in certain circumstances have agreed to under-write the cost of the journey in order to avoid any unnecessary delays. (See Q7 for further details). |
| 11. | **Q** | **What happens when an escort is required, if this is a clinical escort how will they get back to their base?** |
|  | **A.** | G4S are contracted to return clinical escorts to their base at the end of a journey. If booking online please indicate that the escort has to be returned so that G4S can provide for this requirement.  |
| 12. | **Q.** | **What is the response time for on the day bookings for discharges?** |
|  | **A.** | Bookings made ‘after’ 9pm the day before are to be transported within 120 minutes of the identified booked ready time. |
| 13. | **Q.** | **What is the response time on booking the previous day?** |
|  | **A.** | Bookings made ‘before’ 9pm the day before are to be transported within 60 minutes of the identified booked ready time. |
| 14. | **Q.** | **What is the requirement for booking transport for patients that have care or meet and greet packages?** |
|  | **A.** | These types of journeys are referred to as ‘Time bound’ journeys. To make a booking for a patients connecting with a care package or meet and greet service please r book on line via the G4S website. G4S will be required to arrive within 15 minutes of the identified required arrival time so that the care or meet and greet package is not missed. (See Q5 and Q20 for further details). If booked on the day a 4hour notice period is required for the booking. |
| 15. | **Q.** | **Do G4S’s non-emergency patient ambulances carry oxygen?** |
|  | **A.** | Yes  |
| 16. | **Q.** | **Has the eligibility criteria changed?** |
|  | **A.** | The eligibility criteria across Kent and Medway has not changed |
| 17. | **Q** | **Has the patient mobility’s changed?** |
|  | **A.** | None of the patient mobility’s have changed, a list can be found on the booking system when booking. |
| 18. | **Q.** | **Do G4S take bookings for Cardiac patients?** |
|  | **A.** | Patients being discharged from a Cardiac unit can be booked using G4S. All other booking for Cardiac transport need to be booked through Thames Ambulance using Tel: 01268 512005. |
| 19. | **Q.** | **Is it possible to print out the booking form for future reference?** |
|  | **A.** | Once a book has been completed you can use Internet Explorer to print of the whole booking should you need to do so. In order to do this you need to move the mouse to the top right-hand corner of the screen where you will find an icon in the shape of a ‘cog’. By clicking on the cog a drop down menu will appear with an option to print. Follow the instructions provided and a copy of your booking will be printed. |
| 20. | **Q.** | **How does the booking system know that the patient’s journey is time critical?** |
|  | **A.** | Journeys going to Haematology/Oncology departments etc. will be automatically recognised by the systems as a priority providing you select the correct annotation on the G4S online booking system. If using the phone to make a booking simple advise the call taker of you requirement. (See Q5 & Q14 for further details). |
| 21. | **Q.** | **What happens with patients with wheelchairs?** |
|  | **A.** | Patients with their own wheelchairs will be accommodated by G4S, please make sure you advise let G4S know that the patient has their own wheelchair at the point of booking. |
| 22. | **Q.** | **If a patient has for whatever reason been delayed and needs picking up earlier than originally planned how can the pick-up time be amended?** |
|  | **A.** | To change the pick-up time for a booking log into the G4S PTS Online Service booking page, chose the Day Control option at the top of the screen upon a drop menu will appear. Select ‘Booked Ready’ and the ‘Journey Details’ screen will appear. Complete the details to locate the patient through drop screens provided. On the right-hand side of the scree click on the ‘clock symbol’ and a pop-up box will appear to allow you to amend the pick-up time for the patient.  |
| 23. | **Q.** | **What happens if the drop off address is the same as the site address e.g. Renal at WHH and/or Hospice at QEQM?** |
|  | **A.** | We are capturing all the points of care to load into CLERIC prior to go-live, where there is a specific ward / clinic within the site, this will be added as specific notes to the booking  |
| 24. | **Q.** | **How do I determine who should be taking my patient if they are a level 1, 2 or 3 patient?** |
|  | **A.** | There is information on the Patient transport website to help define who has responsibility for the patient’s transport. ([www.km-pts.co.uk/NHS](http://www.km-pts.co.uk/NHS)) Level 2 or 3 should be referred to SECAmb |
| 25. | **Q.** | **Will all the hospital addresses and ward names be listed on the booking system?** |
|  | **A.** | Yes all hospital addresses ward names will be listed on the booking system. If for any reason a point of care has been omitted, please call G4S and advise them so that system can be amended. |
| 26. | **Q.** | **Do end of life patients get priority?** |
|  | **A.** | Immanent EoL patients will receive priority. . (See Q55 for further details). |
| 27. | **Q.** | **Who will be my point of escalation both during normal hours and during out of hours at weekends and on Bank holidays?** |
|  | **A.** | The G4S on site team will be the main point of contact, OOH’s there is an escalation number to OOH’s control - Further details can be found in the G4S Operational Guidance Pack and/or on the G4S web page. |
| 28. | **Q.** | **If a patient comes from another site and their treatment is delayed can the booking be amended by someone other than the person who booked the original journey?** |
|  | **A.** | People viewing the system will be able to see all patients in their ward or clinic. |
| 29. | **Q.** | **Can patients bring their own mobility scooter and/or electric wheelchair on a PTS ambulance?** |
|  | **A.** | If required then Electric Wheelchairs can be accommodated, however the majority of mobility scooters are not safe for travel on an ambulance and therefore will NOT be able to be taken. |
| 30. | **Q.** | **How do we book a wait and return journey?** |
|  | **A.** | In a small number of instances the patient’s circumstances may require a wait and return booking. The journey will be booked as normal and wait and return is a requested option – however the requirement for a ‘wait and return’ journey will need to be discussed in full during the booking process in order to ensure adequate resources are made available for the patient(s). |
| 31. | **Q.** | **Do I have to obtain consent from the patient before we can either call or text message them?** |
|  | **A.** | To call no, to send a text message G4S will need the patients consent in advance. The tick in the booking process is to identify consent of a patient to receive a text message. |
| 32. | **Q.** | **Can a patient bring a family friend or relative within them on the journey as an escort?** |
|  | **A.** | Yes, providing there is a clear medical need. This will be identified during the booking process. . (See Q44 and Q33 for further details). |
| 33. | **Q.** | **Will G4S transfer CCU patients?** |
|  | **A.** | Level 2 and 3 patients will travel with SECamb, the flow chart on the website will help define if it is appropriate for a G4S crew to transfer a patient and if an escort is required..(See Q44 and Q32 for further details). |
| 34. | **Q** | **Will G4S take mental health patients home?** |
|  | **A.** | Yes if assessed as being fit for transport by a competent clinician. |
| 35. | **Q.** | **Does budget code box have to be filled in?** |
|  | **A.** | No. |
| 36. | **Q.** | **Who will provide car and booster seats for children?** |
|  | **A.** | G4S will provide suitable provision for the transport of children. Please make sure you identify your patients’ needs when making the booking. Discussion should be had with parents to see if they would prefer to use their own, this should be noted on the booking |
| 37. | **Q.** | **Commodes and raised toilet seats missing from equipment box?**  |
|  | **A.** | It is unlikely that these will be available on the ward or at a patient’s home; G4S will carry equipment that the patient needs to use on the ward and immediately as they arrive at home. |
| 38. | **Q.** | **Can the ward staff speak freely to control/ call centre?** |
|  | **A.** | For Acute sites, during standard working hours the first point of contact will be the G4S onsite team (please web site for points of contacts and telephone numbers. For Out of Hours it will be via the G4S call centre. For all those sites without an on-site presence they will be able to call our day control team directly. Numbers will be confirmed prior to go-live. |
| 39. | **Q.** | **Will we be able to get through to call centre during the night?** |
|  | **A.** | Yes the call centre is 24/7 |
| 40. | **Q.** | **Transferring of neo natal intensive care patients to other hospitals due to shortage of cots on the ward including travelling outside of Kent?** |
|  | **A.** | No.  |
| 41. | **Q.** | **Assessments – are these completed by G4S prior to patient going home?** |
|  | **A.** | We will depend initially on information from bookers; if this information is not clear then we will do assessments of stretchers to home addresses or BV patients. (See Q9 for further details). |
| 42. | **Q.** | **HDU Padua ward – How skilled are crews of G4S in regards to NSL and HDU patients?** |
|  | **A.** | G4S have intermediate tier crews are trained to FPOSi (First Person on Scene), this includes basic life support and patient handling skills. |
| 43. | **Q.** | **Do you have a weight maximum for bariatric patients?**  |
|  | **A.** | No. However any Bariatric patients (in excess of 21 stones / 133 Kg) are likely to require an on-site risk assessment to be completed prior to undergoing transport. |
| 44. | **Q** | **Will an interpreter be allowed as a patient escort if patient does not speak English?** |
|  | **A.** | Patients who have severe communication difficulties including profound deafness or speech and language difficulties and need constant supervision will be eligible for an escort. . (See Q32 and Q33 for further details). |
| 45. | **Q.** | **Can you phone the call centre to book transport?** |
|  | **A.** | , The preferred method is to book using the on line system but in exceptional circumstances the call centre can be called.  |
| 46. | **Q.** | **Transfer renal patients to OPD then home?** |
|  | **A.** | A journey to OPD is a separate journey and the patient would have to be eligible for that journey unless the patient has dialysis either just prior to or after an OPD appointment.  |
| 47. | **Q.** | **Where is G4S call centre based?** |
|  | **A.** | Chelmsford. |
| 48. | **Q.** | **Can other staff who have not attended the training still register to book transport?** |
|  | **A.** | Yes, the website provides training video to use the system and it is very easy. If in doubt please make contact with your G4S designated representative. |
| 49. | **Q.** | **How long will I wait for registration confirmation if I register online?** |
|  | **A.** | The registration confirmation is automated and should take place with 24hours. If you are experiencing any problems when registering online please make contact with your G4S designated representative |
| 50. | **Q.** | **How trained are the PTS crews and can they give medicines?** |
|  | **A.** | Crews are trained to First aid at work level and cannot give medicines. |
| 51. | **Q.** | **Will there be a new phone number for patients to book their own transport?** |
|  | **A.** | Yes, the number is changing to a free phone number 0800 096 0211. |
| 52. | **Q.** | **When do you go live?** |
|  | **A.** | G4S will start transporting patients from 1st July onwards however, you will be able to start booking patients who need transport from the 1st July 2016 onwards, as of 20th June 2016.  |
| 54. | **Q.** | **Can you confirm if a paper copy of the booking form is required for the floor walker as is currently present here at WHH?** |
|  | **A.** | Paper copies are not required; it is preferred that all booking are made on line. |
| 55. | **Q.** | **What is the policy on end of life patients (critical time)?** |
|  | **A.** | Imminent EOL patients will be prioritised by control. (See Q26 for further details). |
| 56. | **Q.** | **Will icon be on desktop as system may not be used if you have to type in booking website each time?** |
|  | **A.** | G4S will be working with your IT departments to add an icon to your intranet or desktop. |
| 57. | **Q.** | At DVH we have some patients who are resident in a hospital (e.g. Littlebrook) and so do not have separate GP address, how can this be booked on-line? |
|  | **A.** | Yes they can |
| 58. | **Q.** | **What if the patient does not have a GP but lives in Kent and Medway?** |
|  | **A.** | The patient will be treated as a Kent and Medway registered patient. |