

Your Journey

Please remember to bring your hospital letter and any medication on the day of your journey.

Consider bringing something to eat or drink, or something to read..

The Patient Transport Service team will always try to keep your journey time to a minimum, but be aware that we operate a multiple pick-up and drop-off service.

Once you arrive our staff will help you in getting to your clinic appointment. You must let the clinic know you came in with Patient Transport.

You will be required to transfer from G4S to Healthcare Facility provided equipment (i.e. wheelchair/ stretcher)

After Your Appointment

Inform the clinic receptionist that you are ready to go home. They will then inform us and we can proceed with your return journey.

Being discharged home

Making arrangements to transport people home from hospital should be done with the help of family and carers via private or public transport, taxi or voluntary sector organisations. NHS-funded Patient Transport Services are reserved for when it is considered essential to ensuring an individual's safety, safe mobilisation, condition management or recovery.

IMPORTANT : Be aware, we work hard to ensure patients have the shortest possible wait for their transport home after their outpatient appointment. However, you should be prepared to wait between 75 and 120 minutes for your transport home, and other patients may travel with you. The team will always try to keep your journey time to a minimum.

If you want to enquire as to where your transport is, in the first instance please speak to the Patient Transport Liaison Officer (PTLO), usually found at the transport desk in either in the outpatients department or discharge lounge, or call the help desk on:
0800 096 0211 (option 2).

If you need to leave the department while you are waiting for your transport, please tell a member of staff so they know where you are.

Once you arrive at your address, the Patient Transport Services driver or crew will escort you into your home and ensure you are safe.

Contact Us

For more information about Patient Transport Services, or if you would like to leave feedback about your personal experience, please do not hesitate to contact us at:

G4S Patient Experience Team

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PATIENT TRANSPORT SERVICES

(PTS)

KENT & MEDWAY

Most people who have a hospital appointment make their own way there, but for some this is not possible.

In some cases, people may be able to use the Patient Transport Services commissioned by the Integrated Care Boards (ICB).



Who can apply for the NHS Patient Transport Service?

You may be eligible to use the NHS Patient Transport Services if:

- ✔ You have a medical or physical condition that means that they cannot use public transport, get a lift with a family member or friend or drive themselves to and from their NHS appointment;
- ✔ Your personal mobility is limited and you would be unable to access healthcare by any other means;
- ✔ You need the skills or support of trained Patient Transport Services staff during your journey to and from your appointment;
- ✔ You require travel by stretcher.

Examples of patients who need Patient Transport Services include:

- ❖ Some wheelchair users;
- ❖ Patients whose health would deteriorate if they used any other form of transport;
- ❖ Certain patients being transferred between hospitals;
- ❖ Patients who require an oxygen supply to be administered during the journey;
- ❖ Patients who need to be clinically monitored during their journey;
- ❖ All Dialysis patients;
- ❖ Patients receiving Radiotherapy or Chemotherapy two or more times a week.

Who decides if you can use the Patient Transport Service?

Criteria have been set out by the ICB to determine which patients are able to use the service.

Expert call-handlers are trained to accurately assess your eligibility and level of need. They will talk you through the criteria and help you with any questions you might have.

Patient Transport Service staff work hard to ensure that only those patients who are eligible and really need this vital service receive it.



Have you used the Patient Transport Service before?

If it's been over 30 days since you travelled with us, a member of the team will check if this service is still right for you.

This is because your medical condition may change at various stages throughout your treatment and, over time, transport needs may change.

If you have a walking aid, it is essential that you inform us when you book, so that we can accommodate this on the day of your journey.

How to make a booking

Firstly, you need to register for the PTS by calling the number below:

 **0800 096 0211** (Option 1)


When you call, a member of the team will discuss your transport needs in light of your medical condition, to ensure the service is right for you. Once registered, you or your carer will be able to make future bookings.

If you are an oncology/cancer or dialysis patient, you may be entitled to use the service if you have regular treatment for those appointments only. Please be aware you will need to provide information including your NHS number and this can be found on your appointment letter.

How do I cancel my Patient Transport?

It is essential to contact us if you no longer need transport.

Not cancelling transport impacts other people's arrangements on that day and may prevent others from getting to their appointments on time. You can cancel your transport by calling the booking line on:

 **0800 096 0211**

(Option 1 for bookings over 24-hours and Option 2 for bookings on the day)