



Your new Patient Transport service

If you need help getting to your NHS appointment or home afterwards, Patient Transport may be able to support you. *(Eligibility criteria apply)*

Contact Patient Transport by calling:

0800 096 0211

For more information visit:

www.km-pts.co.uk



G4S working in partnership with the NHS in Kent and Medway



Patient Transport is a service provided by G4S on behalf of the NHS Clinical Commissioning Groups across Kent and Medway. It is designed to support you if your medical or physical condition means you cannot use public transport, get a lift, or drive yourself to, and from, your NHS appointment. Patient Transport is a vital resource for those that need it.

How do I book?

Booking Patient Transport is as easy as A, B, C:

- A. When you know the date and time of your appointment, call **0800 096 0211**
- B. Friendly G4S staff will take you through a set of clear, confidential questions to determine if you are eligible, and ensure your medical needs are met
- C. Your booking will be confirmed and you will receive a follow-up call at least 24 hours before your appointment. This call will clarify your appointment time, give you a pick-up time and check your medical needs.

What happens if I am not eligible?

G4S will assess your eligibility against NHS England set criteria. These will ensure that patients in most need are prioritised and all requests are considered fairly and consistently. If you are assessed as not being eligible, you will be given details of alternative methods of transport in your area. Do remember your transport requirements and eligibility could be different for outward and homeward journeys, particularly after extensive treatment.

If I have a repeat booking, what happens then?

If you have regular NHS appointments that are eligible for patient transport, you will be able to book all your journeys in one go. You will be contacted once every three months to confirm the arrangements and eligibility.

People who may qualify for Patient Transport:

- * May need qualified assistance en route
- * Are registered with a Kent and Medway GP
- * Are going to or from an NHS appointment (not emergency or privately-funded care) OR home from a hospital stay
- * Are going for physically demanding treatment, such as dialysis
- * Cannot use other forms of transport because of their medical or physical condition

Can somebody else book an appointment for me?

Yes, a carer or family member can book an appointment on your behalf. They will just need details of your appointment and current medical condition.

How do I cancel or change a booking?

Just call the booking number **0800 096 0211**.
The line is open 24 hours a day, 365 days a year.

Can a family member or carer travel with me?

If your medical condition means you need someone to travel with you, this can be arranged. Questions to assess whether you need to be accompanied are included during the booking.

Can I give feedback about my journey?

Your views are very welcome. The best ways to provide feedback are by:

- * Completing a patient feedback form: you will find one in your ambulance
- * Visiting the Patient Transport website **www.km-pts.co.uk** and filling in the online feedback form
- * Sending an email to **km.pts1@nhs.net**
- * Writing to Kent and Medway PTS Contract, Swift House, 18 Hoffmanns Way, Chelmsford, Essex, CM1 1GU
- * Speaking to our drivers or call handlers

Further frequently asked questions can be seen on our website.

People who are unlikely to qualify for this service:

- * Can take public transport or a taxi
- * Can drive themselves or get a lift to their NHS appointment
- * Are registered with a GP outside the Kent and Medway area
- * Do not have trouble moving around and getting out and about
- * Are going to a routine appointment with their GP or practice nurse

G4S Patient Transport promises:

1. You will always be told what is happening, from your initial booking to the moment you arrive home after your appointment
2. You will be kept informed and given a new, realistic arrival time should your pick-up be delayed
3. You will always receive a friendly, helpful service that will keep you safe and secure
4. You will be listened to and your feedback will be acted upon wherever possible

Our service quality standards

Patient Transport is run in accordance with the Kent and Medway Patients' Charter.

The key standards are:

Renal patients

If you need dialysis, you will arrive at hospital no more than 15 minutes before or after your scheduled appointment time. On departure, you will be collected within 30 minutes of NHS staff booking your journey home.

Outpatient appointments

If you are going to an outpatient appointment you will arrive on time and no more than 75 minutes early*. If your appointment is before 9am, you will arrive no more than an hour early. On departure, you will be collected within 60 minutes of NHS staff booking your journey home.

**If your appointment was booked with less than 24 hours' notice, then different standards will apply*

Going home after a stay in hospital

If your transport has been booked 24 hours or more in advance, you will be collected within 60 minutes of you being confirmed ready to go. If your transport is booked on the day, you will be collected within two hours of NHS staff booking your journey home.

Finally, please remember:

Always book your transport as soon as possible. If your appointment is postponed or re-arranged, please call and amend your booking as soon as possible.

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