

What if I have previously had transport and am being told that I am no longer eligible?

The Department of Health specify that Patient Transport Services are for patients who have a medical need only. Therefore if you are assessed as no longer meeting the specified criteria you will no longer receive this service and you will be required to organise your own transport. However, if your medical condition changes you may become eligible for PTS.

Other transport options

There are a number of other options available to support your journey to and from hospital including the Healthcare Travel Cost Scheme. For further information – Advice for patients travelling to healthcare please contact PALS on **0800 015 1548** or e mail to [community.pals@glos.nhs.uk](mailto:pals@glos.nhs.uk)

What if I have a concern or complaint?

The NHS always aims to give a professional and reliable service, providing you with the treatment that you need when you need it. We hope that this happens most of the time, and we would like to hear about your positive experiences so that we can let staff know when they have done a good job.

However, sometimes the standard of service may not meet the expectations of the patient and it is important we learn from this experience.

Freephone: **0800 015 1548**

email: community.pals@glos.nhs.uk

Or if your complaint relates directly to PTS contact **Kim Birch** on **012449 858500**

To receive this information in other languages please write to:

এ তথ্য বাংলায় পেতে হলে দয়া করে এ ঠিকানায় লিখুন:

如要索取中文訊息，請致信：

ગુજરાતીમાં આ માહિતી મેળવવા માટે કૃપા કરી અહીં લખો:

Aby otrzymać tę informację w języku polskim, prosimy zwrócić się na piśmie do:
 یہ معلومات اردو میں حاصل کرنے کیلئے، براۓ مہربانی لکھیں:

FREEPOST RRY-Y-KSGT-AGBR,
GUIDE & PALS, NHS Gloucestershire,
Sanger House, 5220 Valiant Court,
Gloucester Business Park, Gloucester, GL3 4FE

To receive this information in other formats (e.g. Braille, Audio and Large Print), you can also speak to GUIDE & PALS by calling Freephone 0800 0151 548.

Patient Transport Services (PTS)

Patient Transport is a service provided for patients whose medical or mobility condition requires skilled staff to support them to and from treatment. Your GP will discuss PTS with you to see if you qualify for PTS and if you do the Practice will arrange this for you. Thereafter your eligibility will be confirmed by the healthcare professional who is providing your treatment.

The following eligibility criteria is in place to support Patient Transport Services (this includes both children and adults).

You will be eligible if...

- you need to travel on a stretcher
- you require the continual support and skill of PTS ambulance staff to enable you to travel.

This includes the following patients:

1. Patients who require the skills of ambulance staff to administer oxygen during the journey
2. Individuals with dementia or other mental health conditions which requires the skills of ambulance staff to ensure a safe journey
3. Patients who have received treatment which requires the skill of ambulance staff to ensure a safe journey home (this does not include patients suitable to travel in a taxi)
4. Your clinician believes that your health or recovery would be at risk if you travel under your normal means

If you have a relative or a friend that can drive you to your appointment or you use your own car or public transport to go shopping or to visit friends and relatives, you are not eligible for PTS

Can I bring someone with me?

You can bring someone with you if:

- you are under 18 years of age – all patients under 18 years of age **must** be accompanied by an adult
- You require medical and other specialised skills from your escort during the journey. An example of this is patients who have severe communication difficulties or those who may have confusion and require the skills of their escort to ensure a safe journey.

When would I be collected by the Patient Transport Service?

If you are attending an outpatient appointment, your transport will be with you in plenty of time so that you arrive promptly for your appointment. If you are being discharged from hospital your transport will be with you as soon as possible to take you home.

What happens when I get to hospital?

When you arrive at hospital, your driver will escort you to your appointment waiting area and will also pick you up from this area when your appointment is finished.

What if I have a follow-up appointment booked, will I get transport automatically?

No, your transport needs will be assessed each time you attend unless you're attending regularly and your mobility is not changing. Your outpatient clinic or department will be able to advise further on this.

What if I no longer require transport or I need to change any aspect of my transport booking?

If you no longer require transport or your transport needs have changed please contact either:

- Your outpatient clinic or department who booked your appointment.

Why has my GP Practice or Health Centre referred me back to hospital to book my patient transport?

To ensure that assessment of eligibility is made by a healthcare professional who has recently been in contact with you and can accurately assess your needs, GP practices and Health Centres are only permitted to book initial patient transport requests. Therefore, eligibility assessment and transport requests for your follow up appointments must be made by your hospital or treatment centre only.

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