

Non Emergency Patient Transport Services

Patient Transport Services (PTS) are provided to patients that have a medical need for transport to and from a premises providing NHS healthcare and between NHS healthcare providers (Eligibility Criteria for Patient Transport Services (PTS) Department of Health 2007)

http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_078372.pdf

Patients are responsible for getting themselves to and from non-urgent NHS appointments and NHS Cambridgeshire funds patient transport only to those patients who have a **medical need** and have no alternative means of getting to and from hospital.

Am I eligible for PTS?

Eligible patients are those:

- Where the medical condition of the patient is such that they require the skills or support of PTS staff on/after the journey and/or where it would be detrimental to the patient's condition or recovery if they were to travel by other means.
- Where the patient's medical condition impacts on their mobility to such an extent that they would be unable to access healthcare and/or it would be detrimental to the patient's condition or recovery to travel by other means.
- Recognised as a parent or guardian where children are being conveyed.

PTS could also be provided to a patient's escort or carer where their particular skills and/or support are needed e.g. this might be appropriate for those accompanying a person with a physical or mental incapacity, vulnerable adults or to act as a translator. Discretionary provision such as this would need to be agreed in advance, when transport is booked.

A patient's eligibility for PTS should be determined either by a healthcare professional or by non-clinically qualified staff who are both:

- Clinically supervised and/or working within locally agreed protocols or guidelines, and
 - Employed by the NHS or working under contract for the NHS
- Individual patients' travel needs will be reassessed during the course of their treatment at hospitals, and individual transport eligibility will be regularly reviewed.

Escorts

PTS could also be provided to a patient's escort or carer where their particular skills and/or support are needed e.g. this might be appropriate for those accompanying a person with physical or mental incapacity, children or to act as a translator.

Only one escort should travel with a patient under such circumstances. Such discretionary provision would need to be agreed in advance, when transport is booked. The eligibility criteria for PTS have not been extended to include visitors. Where, exceptionally, a friend or relative accompanies a patient to hospital or for treatment, return transport provision is at the discretion of the provider.

Transport is a scarce resource and only **one** escort/carer will be permitted in accordance with the above criteria.

Alternative Transport Contacts

If you are not eligible for Patient transport and the above eligibility criteria does not apply to you then you will need to make your own transport arrangements via family/friends or public transport.

You can access information about public and community transport from the following links:

Link to Cambridgeshire County Council website

<http://www.cambridgeshire.gov.uk/transport/around/communitytransport/>

Link to Fenland District Council website

<http://www.fenland.gov.uk/ccm/navigation/community/transport/community-transport/>

Help with travel costs

If you are not eligible for transport you may be able to get help with the cost of travelling expenses if you are receiving certain state benefits or you are on a low income. Details are available from your local Citizen's Advice Bureau (leaflet HC11) or from the **link below**

<http://www.nhs.uk/NHSEngland/Healthcosts/Documents/2009/HC11Nov09.pdf>

If you have any queries or require further help and advice, please contact NHS Cambridgeshire's **Patient Advice and Liaison Service (PALS)** on **FREEPHONE 0800 279 2535** or **01223 725588**, or email c-pct.pals@nhs.net