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এই তথ্যগুলো সহজে পড়া যায় অথবা বৃহৎ প্রিন্টের মত বিকল্প ফরম্যাটে পাওয়া যাবে, এবং অনুরোধে অন্য ভাষায়ও পাওয়া যেতে পারে। আরো তথ্যের জন্য আপনার ক্লিনিক্যাল টিমের সাথে কথা বলুন।

Na żądanie te informacje mogą zostać udostępnione w innych formatach, takich jak zapis większą czcionką lub łatwą do czytania, a także w innych językach. Aby uzyskać więcej informacji, porozmawiaj ze swoim zespołem specjalistów.

Macluumaadkaan waxaa loo heli karaa qaab kale, sida ugu akhrinta ugu fudud, ama far waa weyn, waxana laga yabaa in lagu heli luuqaado Kale, haddii la codsado. Wixii macluumaad dheeraad ah, kala hadal kooxda xarunta caafimaadka.

Bu bilgi, kolay okunurluk veya büyük baskılar gibi alternatif biçimlerde sunulabilir, ve talep üzerine Alternatif Dillerde sunulabilir. Daha fazla bilgi için klinik ekibinizle irtibata geçin.

یہ معلومات متبادل فارمیٹس میں دستیاب کی جا سکتی ہیں، جیسا کہ پڑھنے میں آسان یا بڑا پرنٹ اور درخواست پر متبادل زبانوں میں بھی دستیاب ہو سکتی ہیں۔ مزید معلومات کے لیے، اپنی کلینکل ٹیم سے بات کریں۔

Patient Advice and Liaison Service

Please contact us if you need general information or advice about Trust services: www.bartshealth.nhs.uk/pals

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Reference: BH/PIN/906

Publication date: September 2022

All our patient information leaflets are reviewed every three years.

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Patient information

Non-Emergency Patient Transport Service Charter



Introduction

What is the Patient Transport Service?

The Barts Health NHS Trust provides non-urgent, planned transport for patients to and from their hospital appointments.

Who is eligible for Patient Transport?

Eligibility for NHS-funded transport is based on criteria set by the Department of Health and Social Care. Eligible patients are those:

- whose medical condition is such that they require the skills or support of Patient Transport Service (PTS) staff on/after the journey, and/or where it would be detrimental to their condition or recovery if they were to travel by other means.
- whose 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 their condition or recovery to travel by other means.

What is a Patient Charter?

This Patient Charter details the expectations and responsibilities of the service. We appreciate that going to hospital can be a worry, and we hope you find the information contained within this leaflet helpful.

Contact Us

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

Patient Transport Service
Newham University Hospital
Helena House
Glen Road
Plaistow
E13 8SL

Tel: 020 7767 3344

Email: bartshealth.transport@nhs.net

Useful information and websites

Transport for London (TFL)

Plan your journey using the Transport for London (TFL) online journey planner on <https://tfl.gov.uk/>.

Freedom Pass

To find out more about Freedom passes visit the London Councils website on <https://www.londoncouncils.gov.uk/services/freedom-pass>.

Healthcare Travel Costs Scheme (HTCS)

You may be able to claim a refund for the cost of your transport to hospital through the (HTCS). Please visit <https://bit.ly/2BD7frW> for more information.

For more information, please visit www.bartshealth.nhs.uk/transport

What are your values?

We will ensure that you are treated with compassion, dignity and your individual needs are always respected. Our services are accessible by all, irrespective for gender, race, disability, age, sexual orientation, religion, or belief. Please also treat our staff and other passengers with consideration and respect.



What we expect from you

How do I book Patient Transport?

Patient transport can be requested via our Call Centre on **020 7767 3344**. Our lines are open Monday to Friday, between 9am and 5pm. A text messaging service may notify you of your booking.

What information is required for bookings?

- Your Full Name, Date of Birth and NHS number
- GP details
- Pick-up address and postcode
- Phone number
- Time, date, and type of appointment
- Hospital and department you are attending
- Mobility and medical condition
- Height and weight
- Equipment and travel requirements
- Infection and/or DNACPR status
- Note on the access and egress at your accommodation

How will my eligibility be assessed?

Our team will ask a series of questions to assess your eligibility; please answer these as accurately as possible. The same questions will be asked if you book your own transport or if transport is arranged on your behalf. The team will then advise if you have been found eligible for transport and arrange a booking, or if you have been found not eligible for transport and will need to make alternative arrangements. Each time you request transport, one of the team will check if this service is still right for you. This is because your medical condition and transport needs may change over time.

I've been advised I am not eligible for the service. What do I do if I disagree with this decision?

If you disagree with the outcome of your eligibility assessment, please notify the call centre agent who will log a review or appeal on your behalf.

Can someone travel with me?

One authorised escort may travel subject to the medical needs of the patient. If the patient is a child under 16, they must be accompanied by a parent or guardian. Assistance dogs are also welcomed to travel and must be pre-booked.

What if my hospital appointment is changed or I no longer need transport?

Please let us know as soon as possible by calling our call centre on **020 7767 3344**.

What should I take with me on the journey?

When you are travelling to a hospital or treatment centre appointment, please take:

- Your appointment card or letter - this will help our driver to ensure you reach the right place.
- Any current medication and medical appliances you need for the day.
- Your house keys.
- Mobile phone (if you have one).
- Money for refreshments, or food/drink if you need these for medical reasons.
- A magazine, book, tablet, or small craft kit to keep you entertained during waiting times.
- Your overnight bag if you are being admitted to hospital.

I use oxygen at home. Can I travel with it?

If you require the use of oxygen on the journey, please inform us when you book your transport as this will determine the type of vehicle we use.

Can I take my own mobility aids i.e., wheelchair?

Yes, you can bring your own mobility aids on board if they are transport compliant. Those travelling in their own wheelchairs will need to ensure it is in good condition and they have:

What will my journey look like?

You will travel with other patients and as a result, your journey length, and the route may vary. We will try to ensure whenever possible that your travel time does not exceed 2 hours.

What type of ambulance will arrive?

The type of ambulance and the number of crew members that are booked for you will depend on your medical condition and mobility needs. Our vehicles will be appropriately equipped and are subject to regular maintenance and safety checks. Our vehicles will be always clean.

Please adhere to any safety advice they may give you, including:

- The wearing of seatbelts is compulsory unless you provide a medical exemption certificate; please ensure you notify our team of this exemption when booking transport.
- Food consumption is not permitted unless you have a medical reason to do so, in which case, please inform your driver on arrival.
- Smoking, including the use of electronic cigarettes, is not permitted on board.



- foot plates
- lap belt
- working brakes
- and adequate securing points.

Can I take bags or luggage with me?

Normally, a patient is only allowed 1 item of luggage that can be held on their lap. This also applies if the ambulance has been arranged to take you home if you have stayed at the hospital for any length of time. This is for safety reasons as bags can become a hazard to you and others if there is no place to safely secure it. Any extra pieces of luggage will have to be collected by friends or relatives or couriered to your home address.

How do I arrange my return journey home?

When you make your transport booking you will be asked if you need a return journey. If you do, the booking system will estimate your collection time. After your appointment, report to the Patient Transport Lounge in the hospital or ask the healthcare staff at your destination to ensure you are marked as ready to travel.

Don't worry if your appointment takes more or less time than planned, your return journey is only finalised when you are marked as ready to travel.

Where do I wait when I'm ready to go home?

When you have ensured that you are marked as 'ready', wait in the area you have been advised. This will usually be the Patient Transport Lounge if your hospital has one. If not, it is likely to be the discharge lounge or waiting area for the ward or clinic that you have been visiting. Our drivers will collect you for your journey home.

Can I be dropped off elsewhere on my way home?

No. We are only authorised to transport you between your home and the relevant hospital or treatment centre.

What you can expect from us

Who will collect me to take me to or from my appointment?

Our fully trained staff have the skills, knowledge, and experience to provide you with a caring, efficient, and safe service. Our uniformed drivers will collect you from your pickup point and ensure you are safely escorted to the ambulance. Everyone working for or on behalf of Barts will identify themselves appropriately and carry identification.

How soon before my appointment will I be collected?

We aim to collect you no more than 2 hours prior to your appointment. If you live a long way from your destination, or are travelling outside of London, this may be longer.

When will I arrive for my appointment?

We aim to transport you to your appointment within the permitted timescales for hospital clinics; no earlier than 60 minutes and no later than 10 minutes prior to your appointment. Our staff will escort and book you into the specific clinic you are attending. Please notify the staff directly if you do not wish to be escorted to your department or clinic.

How soon after my appointment will I be collected?

We aim to collect you no more than 90 minutes after you have been marked ready to travel home following your appointment.

How soon will I be collected for an on-the-day booking?

For on-the-day bookings we aim to collect you no more than 2 hours after you have been marked ready to travel.

What happens if there is a delay with my transportation?

On occasion patient transportation may be delayed due to unexpected circumstances. In these instances, our team will endeavour to contact you and the relevant department to inform you of the delay and provide you with an estimated pick-up time.