

Not eligible for transport

If you are not eligible to use the NEPTS then you will need to make your own way to hospital or treatment centre. If you need assistance then there are other options available to you.

Our call advisors will be able to provide you with further information please call **0845 600 6068***

Patient transport is a vital resource for those who need it and it should not be seen as an alternative to a taxi or as a means of avoiding the inconvenience or cost of parking.

There is a scheme that can help people unable to afford the cost of travelling to and from a hospital appointment. The Patient Advice and Liaison Service at your local hospital can give you more details.

Information relating to alternative transport options is also available from your Local Healthwatch or Well Aware.

www.healthwatch.co.uk
www.wellaware.org.uk



Feedback and queries

We welcome your feedback. If you have an enquiry about your eligibility to use patient transport please contact your local NHS Patient Advice and Liaison Service (PALS) who will be able to direct your enquiry. If you have an enquiry, comment or a complaint about the service we provide then you can contact us by phone, email or post using the details below.

Telephone
0845 600 6068*

Email
patientcustomerservice@arriva.co.uk

Arriva Transport Solutions
Freepost ANG 7624
Luton LU4 8BR

**Calls to this number will be charged at standard local rate from landlines, calls from mobiles will be higher.*



Working on behalf of your local NHS

Non-Emergency Patient Transport

0845 600 6068
Patient information leaflet



This leaflet can be made available in different languages and formats.
If you require this, please contact arrivatransportsolutions@arriva.co.uk

Non-Emergency Patient Transport Service

The Non- Emergency Patient Transport Service (NEPTS) across the areas of Bath and North East Somerset (BaNES), Swindon, Wiltshire and Gloucestershire is operated by Arriva Transport Solutions. We provide this service when you need to travel to and from an appointment at a hospital or clinic, are discharged from hospital or need to transfer between centres and because of your medical condition, you cannot make your own way.

Using our specialist fleet, we provide care according to your medical need, to ensure a safe and comfortable journey to your appointment.

The criteria that determine whether or not you are eligible for NEPTS have been set by the Department of Health and are based upon whether your medical condition prevents you from travelling by any other means.

All operators of patient transport are now required to apply these rules, so whilst you may have previously been able to use patient transport this may no longer be the case.

When to book your own patient transport with Arriva Transport Solutions

You will not always have to book your own transport. This is sometimes done by the hospital or clinic under which you are being treated. However, if you are referred for tests or treatment by your doctor you may have to contact us directly (you will be advised of this by your surgery/clinician).

If you are asked to book your own transport, you should call us on **0845 600 6068***

Your call will be answered by one of our expert call advisors who will first assess whether you are eligible to use patient transport by asking you a few simple questions about your medical condition and mobility needs.

Your answers to these questions will determine whether you are eligible. You will need to have the following information to hand:

- Date of Birth (DOB)
- Your NHS number
- Full address with postcode
- Your mobility needs – are you in a wheelchair for example?

Once your transport is booked, you will be given a booking journey reference number. You should keep this number in a safe place in case you need to contact us again to make any changes.

When the hospital/clinic books your transport

If the hospital/clinic books your transport, they will need to go through the same process on your behalf. The person booking your journey will need to be sure you qualify and they will be asked some simple questions about your medical condition and mobility needs. The answers you give will be used to determine whether you are eligible. If you are, then patient transport will be booked. If not, then you will need to make your own arrangements to get to and from your appointment. (There are other options available if you do not

meet the eligibility criteria, please see the information on the back of this leaflet).

When you have finished your treatment and want to go home, you will need to see the staff at your clinic who will then contact us to arrange for transport to come and collect you.

Booking return journeys

Previously, return journeys were booked in advance based upon the expected time patients were due to complete their appointment or treatment. With our "Book When Ready" service, you will need to be booked ready for collection when you are ready to go home. You can either do this by calling **0845 600 6068*** or ask a member of the NHS staff at your point of care to do this for you.

What to expect from the Non-Emergency Patient Transport Service

We have worked with the NHS to provide an improved standard of service which aims to shorten the time that you will wait to be collected from home when attending hospital for treatment, and wait to be taken home again after your treatment is finished.

Our staff are there to look after you throughout your journey. We will collect you from inside your home and stay with you until you reach your unit or clinic. If you arrive before your unit or clinic has opened, we will make sure that you are not left to wait there on your own. If we are significantly delayed for any reason we will liaise with your clinic/ward to ensure they know and are still able to see you.

Before you set off, we will need to confirm your appointment details. We will also make sure that all your household appliances are switched off, that you have your keys to get back in when you return and that your home is securely locked.

When we take you home after treatment we will make sure that you are safely back indoors before we leave you.

Friends or relatives who wish to travel with you

Only parents/carers of children under the age of 18 and carers of patients who have been assessed as vulnerable can accompany patients on their journey. There are also limited places available for those patients who require an escort due to medical need (this will be assessed as part of the eligibility process mentioned earlier). Although we recognise other patients would like the support of family and friends with them on their journey, places taken up in this way means that other patients with a medical need cannot travel.

Finding out more about your journey

When a NEPTS journey is booked, you may be collected in good time to ensure you reach your appointment on time so it is important to be ready. If you start to worry that the ambulance has not arrived on time you can call - 0845 600 6068* and our staff will tell you approximately how long it will be before you are collected. You can also use this telephone number for other enquiries you may have about patient transport.