

Patient eligibility will be assessed during the booking process using the eligibility criteria questionnaire.

When booking patient transport please let us know about any special requirements. For example any mobility aids, what type of wheelchair you use, the access to your home or if you will require oxygen on the journey.

We welcome your feedback and encourage you to contact us with any comments, compliments or complaints:

0845 600 6068 Calls from landlines are charged at local rate.

You can also send your feedback to:
patientexperience@arriva.co.uk

Arriva Transport Solutions, Freepost ANG 7624, Luton LU4 8BR

For more information on Arriva Transport Solutions, please visit
www.arrivatransportsolutions.co.uk



The NHS-funded Patient Transport Service is for those who, due to their mobility or medical needs, cannot travel safely by any other means.

0845 600 6068

To book or make an enquiry about a patient transport journey please contact our call centre.

What to expect

- Patients travelling to hospital should arrive between 45 minutes before and 15 minutes after the booked arrival time.
- We aim to collect patients travelling home within 60 minutes of them becoming ready to leave, or 4 hours for journeys booked on the day of travel.

Please ensure you are ready to travel when we arrive to collect you as this may affect other patients being collected.

When we take you to hospital we may collect you up to 2 hours before your booked arrival time. This could be earlier if you are travelling to a hospital outside of your local area.

When we arrive we will confirm your details with you and we will also ask you to take your appointment letter with you.

What to remember

Please ensure you are prepared for being away from home by taking any medication with you.

Please remember to take your door keys with you.

You might also like to take a snack, a drink, newspaper or book.

Please also ensure that you are dressed appropriately for the weather.