

Patient Information Leaflet

Assisted Transport to Hospital
A guide to local hospital transport services

Produced By: The Patient Transport Service

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Please help us by only asking for hospital transport if you have a real medical need

Thank you

Please note

Fraudulent use of Patient Transport will be investigated - if upheld, this will result in the full cost being recovered.

This leaflet is only about the services available from the Trust. There is also a 'Community Council Voluntary Transport service' available locally that may be of help. For more information ring 524058

What transport help is available from the IOW NHS Trust?

The Hospital Car Service

The hospital car service is run by volunteer drivers, using ordinary cars, who can collect patients for appointments if they are not able to drive themselves or use public transport. Car service drivers have **no medical training** and carry no special equipment.

There is a charge for this service of between £6 and £14 dependant upon the distance across the island and this can increase if mainland travel is required. Payment is always made to the driver at the time of travel.

Non-Emergency Patient Transport

The Patient Transport Service is staffed by **specially trained** personnel to deal with the needs of their patients. Some vehicles are equipped to deal with wheelchairs and stretchers and may have ramps or access lifts, others may have multiple seating.

There is no charge for non-emergency Patient Transport.

Who is eligible for assisted transport?

All authorisation for transport provided by the Trust is a **clinical decision** based on **medical need** and will not be authorised for social or financial reasons. Assisted transport is available for the **patient only**.

A separate leaflet called '**Reclaiming travel costs**' is available and this explains who is able to reclaim travel costs, what documents you need to provide as proof of eligibility and how to get your money back. Please ask if you would like this leaflet.

Who decides what is 'medical need'?

If the clinician making the referral feels that you meet the medical criteria for assisted transport then they will identify this on the referral. After your first outpatient appointment, the clinic you attend is responsible for re assessing your medical needs and will make transport arrangements.

It is not possible for a patient, relative or carer to arrange assisted transport through the hospital directly.

Non-emergency Patient Transport can **only** be authorised if:-

- You need to travel as a stretcher patient due to specific medical and/or mobility needs
- Your condition and/or mobility requires the presence of a Patient Transport person to care for you
- You have a medical condition that would compromise your dignity if public or private transport were used
- You require specialist moving and handling support

and...

You **also** need to have a **reason for attendance** such as:-

- Attending an out patient clinic for tests or treatment
- Being admitted to or being discharged from hospital
- Attending a booked day care or treatment centre

Please note

If you receive Disability Living allowance Mobility Component or have a vehicle under the Mobility Scheme you will not be entitled to access to ambulance transport simply for mobility purposes.

Arranging assisted transport

Please remind the person making your appointment or referral if you need hospital transport in order to attend. They can then make sure they have all the correct details for this to be authorised by your clinician and arranged.

It is important that all the following information is given to the person booking the appointment as the transport service will need:-

- Correct name & Full address

- NHS Number
- Contact telephone number
- Your mobility requirements

It is also useful to give any extra information which might help the transport service when they come to collect you. This might be that you are hard of hearing, don't use the front door or you might need to give special directions to find the house.

Escorts

Non-emergency Patient Transport is operated by a team of Patient Transport Staff who will accompany patients on their journeys, other escorts are not normally necessary. Car service users should not require medical escorts. Anyone attending the appointment with you must make their own way and meet you at the hospital unless:

- You (the patient) are under 16 years of age
- You (the patient) are confused or need specialist handling

Un-booked escorts will not be allowed to travel.

Wheelchairs

Space on the transport vehicle is limited so you are asked to leave your own wheelchair at home and use a hospital one for your visit.

If you have **no choice** but to **travel in your own wheelchair**, the Patient Transport must be **informed at the same time as your transport is booked**. Health and safety issues require that your chair must be in good, serviceable condition for use and that enough space is allowed to ensure you travel in safety. Use of your own wheelchair will be at discretion of the attending crew. Footplates must be fitted to your chair for your safe transportation.

Please note

For the health and safety of the PTS staff, they will not be able to lift you in your chair and you must have flat access to the road.

Getting ready for transport to hospital

You are asked to be ready **at least 1 and a half hours** before your appointment time. Please have everything ready that you need to take, such as :-

- your front door key
- appointment card or hospital letter
- medication (if needed)

- any dietary needs for the next few hours (particularly important if you are diabetic)
- money for paying the driver (hospital car service only)

Remember to wear appropriate outdoor clothing for the season.

The Hospital Car Service and the Patient Transport Service will only take one small piece of luggage with you. Please do not ask the crew to take additional items, as it will breach their health & safety and the safety of others on the vehicle.

What if they are late?

The transport services cannot give an exact time for their arrival as they may need to pick up several patients in one trip and delays can happen. If they are delayed for any reason, **do not panic**. The crew will tell the hospital before you arrive and everyone will do their best to see you, even if you miss your appointment time.

Going home after your appointment

When your appointment is finished you must tell the receptionist in the department you have just visited. They will arrange for you to go to either wait in the department or take you to the discharge lounge to await collection for the trip home. They may ask you to wait by the café at the Friends of St Mary's, therefore you may wish to bring with you some money for light refreshments.

Cancelling your transport or changing your address

If, for any reason, you will **not be attending** your appointment, please remember to **cancel** your transport. We also need to know if you **change your address**, even for a short time. This will prevent wasted journeys, saving both time and money as well as helping other patients to and from their appointments more quickly.

Hospital car service

You can cancel or check your car service by ringing

Hospital Car Service
01983 822099 Extension 5443 (Office hours only)

Patient Transport Service

You can cancel or check your Patient Transport by ringing the HUB on the dedicated contact number

Non-Emergency Patient Transport
01983 534964 (24 hour line)

If you require this leaflet in another language, large print or another format, please contact the Quality Team, telephone 01983 534850, who will advise you.

Valuables should not be brought into the hospital. If patients have to bring in valuable items they should ask a nurse to store them safely and request a receipt for the items. You may not be able to have the valuable items returned if the time of discharge from hospital is out of hours.

We are sorry but the Trust cannot accept responsibility for loss or damage to items not given for safe keeping.

You can get further information on all sorts of health issues through NHS interactive available through Sky TV or online at: <http://www.nhsdirect.nhs.uk/>

For Health advice and out of hours GP service please call the NHS 111 service on: 111

We Value Your Views On Our Service

If you wish to comment on the care which you, your relative or friend has received, we will be pleased to hear from you. Please speak to the person in charge of the ward, clinic or service in the first instance or ask them to contact the Quality Team. If you wish to contact them directly, telephone on 534850.

Alternatively you may prefer to write to:

Chief Executive
Isle Of Wight NHS Trust
St Mary's Hospital
Newport
Isle of Wight
PO30 5TG

All NHS sites are no smoking areas.

If you would like help and advice to stop smoking please call: Freephone 0800 169 0 169 to talk to the NHS Smoking Helpline.

Ref: **A/LtransS/2**