

NHS funded patient transport

We want to make sure that patients who have a medical need for NHS funded patient transport services receive a fair and consistent service from us. That's why we're formalising our eligibility criteria, so they're in-line with the national guidelines that inform eligibility criteria across the rest of the country.

Although this means we'll be able to provide more consistent patient transport services, some patients might find that they no longer qualify for the NHS funded transport that they previously received.

Patients who are on income-related benefits, or have a low income may still be able to claim help with travel costs through the **Healthcare Travel Costs Scheme**, and special arrangements are in place to help patients who attend hospital three or more times a week for ongoing treatment.

There is more information about patient transport services on our website: www.kernowccg.nhs.uk

Where should I go for more information?

Visit www.kernowccg.nhs.uk under Services We Manage for more details.

If you would like to speak to someone about patient transport, then please contact the relevant transport office:
Royal Cornwall Hospitals NHS Trust - 01872 253702 or 01872 252211 (8am to 8pm, Monday to Friday).

Plymouth Hospitals NHS Trust - 01752 431954 (8am to 6pm, Monday to Friday).



To get this information in another format call:

01726 627735

Kernow Clinical Commissioning Group

NHS funded patient transport

A guide for patients

What is the patient transport service?

The patient transport service is for patients who are unable to get to their appointments because they have a medical need for special transport.

To be eligible for the service, you must need support or assistance during the journey to your healthcare appointment.

Who can use the service?

The eligibility criteria for the patient transport service are:

Mobility (how well you can move around). You are eligible if you cannot:

- bear your own weight
- get in and out of a chair without help; or
- get from your bed or chair to and from a vehicle and into the hospital without a lot of help and support.

Protection (for you or for others). You are eligible if:

- the journey will make your illness or condition worse;
- you need protecting to prevent harm to yourself (this may be relevant if you have mental health problems or are confused); or
- other passengers or staff need protecting from you because of your condition.

Treatment. You are eligible if:

- You need monitoring and/or treatment during the journey.

If you think any of the above criteria apply to you, then you may be eligible for the service.

I think I might be eligible. What should I do now?

Patients with first appointments at Royal Cornwall Hospitals NHS Trust (RCHT) or an RCHT satellite clinic should call the RCHT transport office, 01872 253702 or 01872 252211, Monday to Friday, 8am to 8pm, who will arrange transport with NSL Services.

Patients with appointments at Plymouth Hospitals NHS Trust (PHT) or any PHT satellite clinic should call the PHT transport office on 01752 431954, Monday to Friday, 9am to 7pm, who will arrange transport with ERS Medical.

If your first appointment is at any other hospital in Cornwall, or for journeys to hospices or nursing homes, the patient transport service should continue to be booked as normal by your GP or other clinician associated with your healthcare. Please ask them to help you with this.

I'm not eligible for the patient transport service. Can I claim help with my travel costs?

If you receive income-related benefits or if you have a low income, you may be able to get help with all or some of your travel costs. Please refer to the 'Healthcare Travel Costs Scheme' leaflet (PT001), our website, or the Health Costs Advice Line on 0845 850 1166 for more details.

There are also special arrangements for most patients who have to attend more than three times a week for ongoing treatment. Please contact the relevant transport office, or a member of staff where your appointment is, for more information.

I live in an area where I can't access public transport easily. Are there any options for me?

There are various transport schemes available that can arrange for a driver to pick you up and take you home. For more information please visit www.cornwall.gov.uk and search for 'community transport schemes'. There is a charge for these services.

One such scheme is Transport Access People (TAP), which can be contacted on 01872 223388 (Cornwall) or 0845 0539100 (Plymouth).