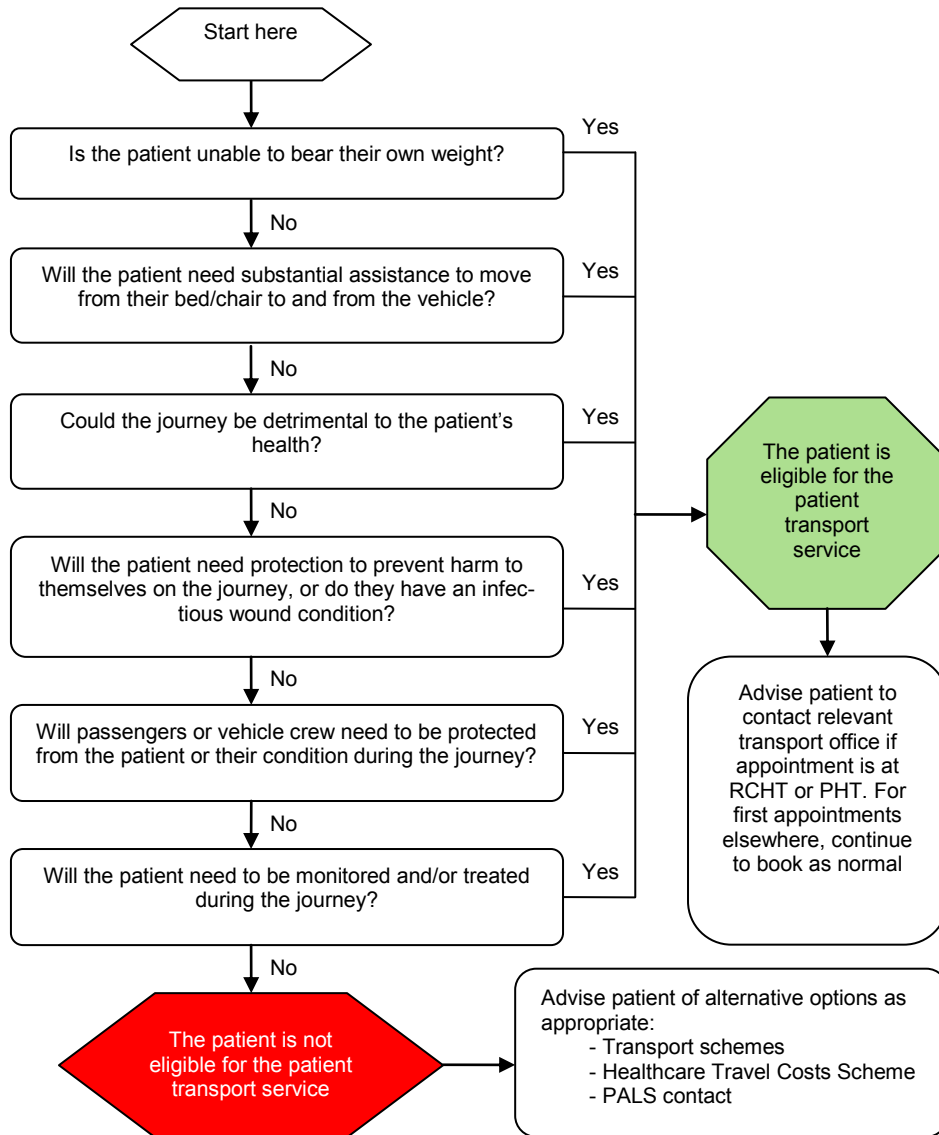


Patient transport service eligibility flow chart



The eligibility criteria for NHS funded patient transport

A guide for healthcare professionals



To get this information in another format call:

01726 627735

What is the Patient Transport Service?

The Patient Transport Service (PTS) is for patients who are unable to get to their appointments because they have a medical need for transport. It is for patients who are assessed as needing support or assistance during the journey to their appointment.

Whose job is it to assess patients as needing the PTS?

Patients may be assessed by their referring consultant, GP or other healthcare professional associated with their patient's care.

What are the criteria patients are assessed against?

Mobility

- The patient is unable to bear their own weight.
- The patient will need substantial assistance to move from their bed/chair to vehicle and from the vehicle.

Protection

- The journey could be detrimental to the patient's health.
- The patient needs protection to prevent harm to themselves (for example, those with mental health problems or the elderly and confused) and/or has an infectious wound condition.
- The other passengers or vehicle crew will need protection from the patient and/or the patient's condition.

Treatment

- The patient needs to be monitored and/or treated during the journey. Note: a patient requiring medication every four hours may not be eligible for the PTS if they are travelling from Truro to Penzance, but they would be eligible if they were travelling from Truro to London, for example.

Patients who meet any of these conditions are eligible for PTS.

My patient is eligible for the PTS. What should I do now?

Patients with first appointments at Royal Cornwall Hospitals NHS Trust (RCHT) or an RCHT clinic should call the transport office, 01872 253702, 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 clinic should call the transport office on 01752 431954, Monday to Friday, 9am to 7pm, who will arrange transport with ERS Medical.

Patients travelling from the Isles of Scilly to RCHT should call the RCHT transport office. GPs booking transport on the Isles should call South Western Ambulance Service NHS Foundation Trust on 08456 020455. Please state this is a PTS journey request.

It is the responsibility of the clinician associated with the patient's care to book transport for patients with appointments at other hospitals, clinics, journeys to nursing homes or hospices or have other PTS needs. Call NSL Services, 0843 357 5700, Monday to Friday, 8am to 8pm and Saturday and Sunday, 10.30am to 5.30pm. The out-of-hours service can be contacted on the same number.

My patient isn't eligible for the PTS, but they live in an isolated area and can't access public transport. Can they get help?

There are various schemes available that can arrange transport for patients, including Transport Access People (TAP), 01872 223388.

My patient isn't eligible for the patient transport service and is experiencing financial difficulties.

Patients on benefits or a low income may be eligible to have all or some of their travel costs refunded as part of the Help with Healthcosts scheme. Please see the 'Help with travel costs' leaflet (PT001) or visit www.kernowccg.nhs.uk. Patients who have to attend more than three times a week for ongoing treatment can also get help.

My patient isn't eligible for PTS and they're unhappy with the decision. Who should they contact to take the matter further?

Patients should contact the relevant hospital's Patient Advice and Liaison Service (PALS), details can be found on their websites or in the 'Help with travel costs' leaflet (PT001).

Where should I go if I want more information?

Visit ww.kernowccg.nhs.uk, phone 01726 627800 or phone the patient transport office at RCHT or PHT as appropriate.