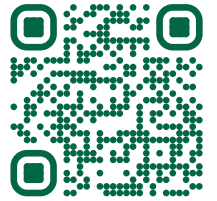




East Midlands  
Ambulance Service  
NHS Trust



# NON-EMERGENCY PATIENT TRANSPORT SERVICE



Booking line: **0300 300 3434**  
(8am to 8pm seven days a week)  
[www.emas.nhs.uk](http://www.emas.nhs.uk)

People are at the heart of everything we do, which is why we are committed to providing a professional high-quality patient transport service across the East Midlands, 365 days a year.

East Midlands Ambulance Service NHS Trust (EMAS) is proud to provide non-emergency patient transport services (NEPTS) in Lincolnshire, for patients who need medical or clinical support to get to and from their healthcare appointments. Our aim is to provide a safe and reliable service to eligible patients. This gives them, and their families, the reassurance that they will get to their scheduled appointments on time.

Most people should travel to and from hospital independently by private or public transport, with the help of relatives or friends if necessary. NHS-funded patient transportation is provided when it is considered essential to ensuring an individual's safety, safe mobilisation, condition management or recovery.

## **ELIGIBILITY ASSESSMENT DURING BOOKING PROCESS**

Patient transport service is not funded for patients travelling to their GP surgery for routine or urgent GP appointments, to their dentist or optometrist or for any other primary care service. National guidance states that only patients who meet one or more of the following criteria will be considered

appropriate for NHS funded transport:

- 1.** A medical need for transport, typically because they may require oxygen and are unable to self-administer this during transit, need specialised equipment during the journey, need to be closely monitored during the journey, or need to be transferred to another hospital.
- 2.** A cognitive or sensory impairment requiring the oversight of specialist or non-specialist patient transport staff or a suitably trained driver.
- 3.** A significant mobility need that means they are unable to make their own way with relatives/friends and/or escorts/carers whether by private transport including a specially adapted vehicle if appropriate for the journey, public transport or taxi.
- 4.** Travelling to or returning from in-centre haemodialysis, in which case specialist transport, non-specialist transport or upfront /reimbursement costs for private travel will be available.
- 5.** A safeguarding concern has been raised by any relevant professional involved in a patient's life, in relation to the patient travelling independently.
- 6.** Wider mobility or medical needs that have resulted in treatment or discharge being missed or severely delayed.

Full details of the NEPTS eligibility criteria is available via the NHS England website

<https://www.england.nhs.uk/publication/non-emergency-patient-transport-services-eligibility-criteria/>

If you are not eligible for NHS funded transport, you may qualify for help with travel costs under the **Healthcare Travel Cost Scheme** – full details available via the NHS UK website <https://www.nhs.uk/nhs-services/help-with-health-costs/>

## You will need to have the following information ready to make a booking:

- Patient name and Date of Birth (DOB)
- Patient's NHS number
- Patient's full address with postcode
- Patient's contact number
- The date, time and destination of the journey
- Mobility needs, for example in a wheelchair
- Whether there are any access restrictions at the home address, such as steps or stairs
- Any requirement you may have for more specialist support during the journey, for example access to oxygen

## HOW TO BOOK A PATIENT TRANSPORT JOURNEY

Please call our booking line:

**0300 300 3434** if you need to make a booking. Your relative or carer may also book this for you if needed. Our call handler will assess whether you are eligible to use patient transport by asking you a few simple questions about your medical condition and mobility needs.

Once your transport is booked, you will be given a booking reference number. Please let us know if your appointment is amended or cancelled by calling our booking line - otherwise we will still travel to collect you, when our crew could be used instead to collect a patient waiting elsewhere.

If you provide us with your mobile phone number, you will receive an SMS reminder the day before your appointment. Our crew will also give you a call when on route to

confirm if the journey is still required and provide an estimated time of arrival.

## WHEN OTHERS BOOK THE TRANSPORT FOR YOU

If a hospital, clinic or your family book your transport, they will go through the same process on your behalf, responding to the same questions about your medical condition and mobility needs. In case your appointment is cancelled or amended, please remember to notify us by calling our booking line.

## HOW WE WILL HELP YOU

Our trained staff, wearing an identification badge and usually dressed in EMAS green uniform, will collect you from your home and accompany you to the part of the hospital where we have been asked to drop you off. In some cases, your journey may be provided by an EMAS volunteer car driver or an approved patient transport or taxi firm, arranged and paid for by the NHS. They are trained to help you during the journey. There may be occasions where you travel with other patients as well. When we take you home after treatment, we will make sure you are safely back indoors before we leave.

## HOW YOU SHOULD PREPARE FOR THE PATIENT TRANSPORT

Before beginning the journey, please make sure you have your key to get back in when you return and that your home is securely locked.

If you have an appointment letter you should bring this with you. If you take medication, bring it with you in case you have not returned home by the time the next dose is due. Consider bringing a snack and drink, or money to buy one, especially if you are diabetic. Please remember your walking aid if you usually need one.



## FREQUENTLY ASKED QUESTIONS

**Q: How early can I book the service?**

A: You should book the service no more than seven days before the actual appointment day.

**Q: Can someone travel with me?**

A: We cannot offer space for a companion for every patient because this means there may not be space for other eligible patients. Therefore we will only accept bookings for companions as escorts or carers in certain circumstances and any request will be assessed as part of the eligibility process at the start of the booking.

Patients under the age of 18 should always travel with a relative or carer. Approval for all other companions will be based on the medical need of the patient.

**Q: I have a hearing problem and I won't be able to book the service myself.**

A: If you have difficulty in booking the transport service, you may ask the staff at the hospital or clinic to assist you when they arrange your appointment. You may also ask a family member or friend for help, or use talk to text if you have access to this tool.

**Q: When will I be collected?**

A: You may be collected up to two hours before your appointment,

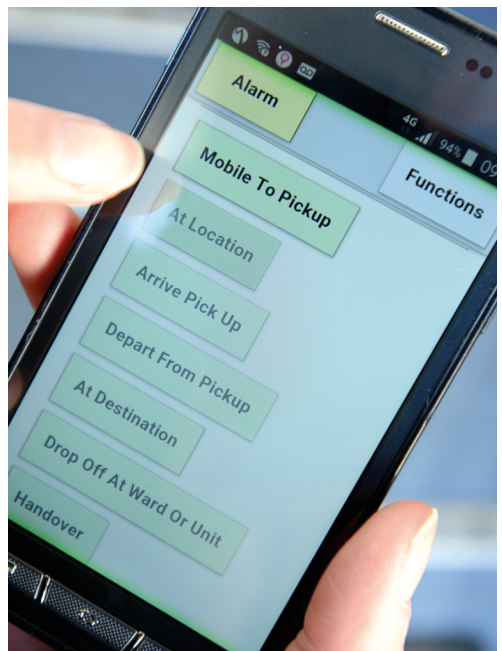
depending on where you live.

**Q: I use oxygen at home. Can I bring this with me?**

A: If you require the use of oxygen for the journey, please ensure it is raised when you make the booking as this will determine the type of vehicle we use.

**Q: Can I take my own wheelchair?**

Yes, if it is a crash-tested and serviced wheelchair with its own lap belt. If not, you will need to travel on an ambulance seat, or an ambulance wheelchair provided by EMAS. You may also check if your wheelchair is crash-tested by referring to the wheelchair handbook or contacting the wheelchair supplier.

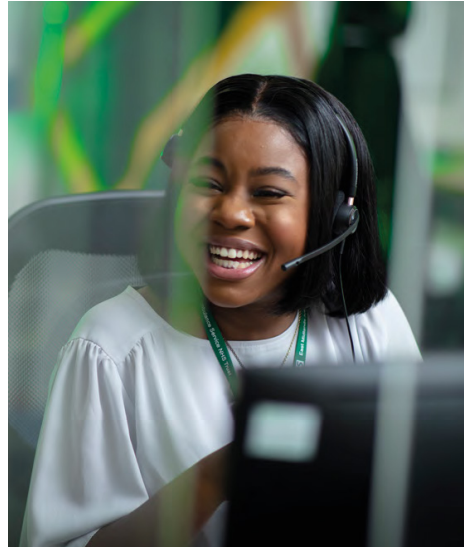




# FEEDBACK AND QUERIES

We welcome feedback from patients and members of the public, whether it is to say 'thank you' for a positive experience, or if there's something that we need to get better at. We use this feedback to help us improve our service. The easiest way to provide feedback is to contact the Patient Experience Team via email: **[emas.pals@nhs.net](mailto:emas.pals@nhs.net)**

You can also contact the team by calling **0333 012 4216** (local rate). Please leave a message if the telephone line is not answered.



Alternatively, you may prefer to write to us:

East Midlands Ambulance Service NHS Trust, Trust Headquarters,  
1 Horizon Place, Mellors Way, Nottingham Business Park,  
Nottingham NG8 6PY

EMAS has a procedure in place to ensure patient confidentiality, and our staff only pass on information to those with the rights to receive it.

If you wish to receive this information in large print, audio or in another language, please call 0115 919 3399. We would be happy to help.

