

Non-emergency Patient Transport Service



NHS

**South Central
Ambulance Service**

NHS Foundation Trust

For eligible patients who are unable to use public or other transport due to their medical condition, including those who are:

- Attending hospital outpatient clinics
- Being admitted to or discharged from hospital wards
- Needing life-saving treatments such as radiotherapy, chemotherapy or renal dialysis or DVT treatment

Making a booking

Thames Valley patients' first NEPTS journey must be booked by calling the Patient Eligibility Line. You can then use **NEPTS Patient Zone** to book subsequent journeys, manage your bookings and check your journey status.

Our Thames Valley Contact Centres are available on the following numbers:

- Patient Eligibility Line **0300 100 0015** available 07:00-19:00
- Health care Professionals Line in Thames Valley **0300 123 3235** available 24/7 365 days a year
- PTS Cancellation Line **0300 790 0143** available 24/7 365 days a year
- [Passenger Zone Login \(scas.nhs.uk\)](https://scas.nhs.uk)

If you are ineligible for NEPTS you can book transport via the Volunteer Driver Service

Volunteer Driver Service North Oxfordshire



Description

Volunteer Driver Service was established April 2012 as a project of Citizens Advice. Volunteer drivers use their own cars to take people to appointments when there is no reasonable alternative transport available. All drivers have undergone enhanced DBS checks.

The charge is 0.45p from the driver home.

Website: [Volunteer Driver Service North Oxfordshire – Oxfordshire](http://www.volunteerdrierservice.org.uk)

Telephone: 0300 3030 125

Email: info@volunteerdrierservice.org.uk