



## Local Transport Alternatives

### GMPTE Traveline

For all your journey planning questions, from bus, train and Metrolink tram times to service disruptions and ticketing. **Telephone: 0871 200 2233** (7am to 8pm, Monday to Friday, and 8am to 8pm at weekends and bank holidays). Calls from BT landlines cost 10p a minute, mobile and other landline networks may charge an additional tariff.

**GMPTE journey planner:** [www.gmppte.com/journey\\_planning/](http://www.gmppte.com/journey_planning/)

**Information from Manchester City Council** about other transport options in Manchester: <http://mymanchesterservices.manchester.gov.uk>

## Patient Advice and Liaison Services

### The Patient Advice and Liaison Service (PALS) can:

- listen to your concerns and suggestions
- provide on-the-spot information on NHS services
- advise and support patients, their families and carers
- help sort out problems quickly on your behalf
- help you contact other organisations to get the help you need
- record any feedback and comments that you wish to make and learn from your experience

PALS will treat all your information confidentially.

**Telephone PALS on:** (0161) 219 9451

**Email:** [PALS@manchester.nhs.uk](mailto:PALS@manchester.nhs.uk)

### Or you can write to:

Patient Advice and Liaison Service  
Newton Silk Mill  
Holyoak Street  
Manchester  
M40 1HA

[www.manchester.nhs.uk](http://www.manchester.nhs.uk)

[www.talkinghealth.net](http://www.talkinghealth.net)

<http://twitter.com/nhsmanchester>

[www.facebook.com/nhs.manchester](http://www.facebook.com/nhs.manchester)

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# Patient Transport Services

## Using NHS transport to get to your appointment



**My NHS number is:** .....  
Please make sure you have your NHS Number at the time of booking.

# Patient Transport Services

Patient Transport Services (PTS) are provided for those patients whose medical condition means they cannot get to their appointment in any other way.

The service provides a range of vehicle types and levels of care appropriate to individual patient medical need, to ensure the patient travels as safely and as comfortably as possible to their appointment.

PTS is a vital resource for those who need it and recently revised criteria, based on national guidance, is applied to all new requests.

## Am I eligible for PTS?

All patients will be assessed on their suitability for PTS using a short and simple series of questions when booking.

## How do I book my transport?

Eligible patients can book transport by calling the Health Improvement Centre directly on **0800 092 4020**. You, or your representative, must call the service to arrange a booking, including your return journey home.

Transport for any follow-up appointments must always be booked by the hospital clinic you are visiting. NHS Manchester can only book transport for appointments made through your GP.

**Please make sure you have your NHS Number at the time of booking, otherwise your request will not be able to be processed.**

## Can a friend or relative travel with me?

Only parents and carers of patients who have been assessed as vulnerable can travel on NHS transport. Although we recognise other

patients would like the support of family and friends with them on their journey, places taken up in this way means that other patients with a medical need cannot be transported.

## If I'm not eligible for PTS, what are the alternatives?

Various local transport options are available for Manchester residents as listed on the back page of this leaflet.

## I've previously used PTS, but now I'm being told I can't. My circumstances haven't changed, so why is this?

The PTS eligibility criteria has been revised nationally by the Department of Health. North West Ambulance Service, which provides our service locally, has worked with NHS organisations across the North West to provide an improved and efficient service for those who **really** need it.

There are a range of alternative transport options for patients who do not meet the revised eligibility criteria, as listed on the back page of this leaflet.

PTS is a vital resource for those who need it and should not be seen as an alternative to a taxi or as a means to avoid the inconvenience or cost of parking.

## Who can I speak to for further advice?

If you would like this leaflet in any other language or format, if you need any further advice, or have any issues in relation to any aspect of your NHS care, please Contact NHS Manchester's Patient Advice and Liaison Service (PALS) using the information on the reverse of this leaflet.