

# **Non-Emergency Patient Transport Service (NEPTS)**

## **Information for patients in the Black Country**

West Midlands Ambulance Service University NHS Foundation Trust are the local provider for the non-emergency patient transport service.

### **What is NEPTS?**

Non-emergency patient transport is a transport service, which is provided to patients who have a specific medical need and are attending healthcare services.

It is your responsibility to make your own way to and from healthcare services, unless there is a medical reason why you cannot use private or public transport. This includes: walking, cycling, bus, train, taxi or community/voluntary transport schemes; use of mobility cars, lifts from family, carers, neighbours or other support networks; or a combination of these.

You must meet certain medical eligibility criteria to use NEPTS.



## Who is eligible?

You may be eligible if you:

- Have a medical condition that prevents you from using normal transport
- Require support from trained staff during travel
- Need specialist equipment during transport (e.g. stretcher).

Your eligibility will be checked each time you book. You will be asked to answer a number of questions to determine if you are eligible.

## Which hospitals are covered?

The non-emergency patient transport service covers travel to and from NHS appointments at:

- New Cross Hospital
- Russells Hall Hospital
- City Hospital
- Walsall Manor Hospital
- Cannock Chase Hospital
- West Park Rehabilitation Hospital
- Guest Outpatients Centre
- Corbett Outpatient Centre
- Midland Metropolitan University Hospital
- The Gem Centre
- Midland Eye Hospital
- Birmingham Treatment Centre
- Black Country Partnership sites
- Dialysis units in the region

This does not include travel to routine GP appointments, private clinics, or hospitals in Staffordshire, Herefordshire, or Worcestershire.

## How to book transport

If you are a patient and wish to book a journey, please call the number below based on your appointment location:

**Wolverhampton/Cannock/West Park/  
The Gem Centre**  
**01902 694 999**

Monday–Friday | 8:30am–5:00pm

**Dudley/Sandwell/Walsall/  
Birmingham Hospitals**  
**01384 679 047**

Monday–Friday | 8:30am–5:30pm

When booking you will be asked to provide the following information:

- Name, Date of Birth, NHS Number
- GP details
- Appointment time, date, and location
- Pick-up address (with postcode).

You can opt in to receive confirmation texts and journey updates.

## Will I get a return journey?

Yes. A return journey is automatically booked at the same time as your outbound journey.

## Are you on a low income?

If you are not eligible for NEPTS but are on a low income, you may qualify for travel reimbursement under the Healthcare Travel Costs Scheme (HTCS). Visit [www.nhs.uk](http://www.nhs.uk) or ask your GP surgery for more details.

## Healthcare professionals

Healthcare staff can also book NEPTS on your behalf. For Dudley, Sandwell, Walsall and Birmingham call: **01384 679 047** and for Wolverhampton call: **01902 694 999**. Email general queries to: **[ptsenquiries@wmas.nhs.uk](mailto:ptsenquiries@wmas.nhs.uk)**

## Need help?

An interpreter can be arranged for if required, please request this when booking.