



# Non-Emergency services

## A guide to Non-Emergency Patient Transport Service

### Can I be dropped off on my way home?

No, we can only provide transport between your home and pre-booked hospital or treatment centre. What if I cannot afford alternative transport?

### What if I cannot afford alternative transport

You may be able to reclaim reasonable travel expenses from the hospital if you are receiving certain benefits under the NHS health care travel costs scheme.

### What happens if I need to make changes or cancel my booking?

Please call the service on **0845 6038115** as soon as you are aware of any changes to your original booking, or if you need to cancel your transport

### What if I disagree with the decision?

You can appeal the decision by asking the call handler to refer your call to a supervisor or team leader. If you are still unhappy, please contact our Patient Advice and Liaison Service (PALS) on the back page.

**Please note that we have a no smoking policy in all of our vehicles.**

**Please do not give any money to the driver/staff.**

### Compliments, concerns or complaints

If you would like to compliment our service, or have concerns, or a complaint, please contact us using the following methods:

Contact our Patient Advice and Liaison Service (PALS) who provide an impartial, information and advice service by:

Telephone **0800 028 3382**

E-mail [eoasnt.rfi@nhs.net](mailto:eoasnt.rfi@nhs.net)

In writing

The Patient Services Team  
East of England Ambulance Service NHS Trust  
Hammond Road  
Bedford  
MK41 0RG

Or complete an electronic enquiry form on our website [www.eastamb.nhs.uk/tell-us-what-you-think.htm](http://www.eastamb.nhs.uk/tell-us-what-you-think.htm)

If you would like this leaflet in Braille, large print, alternative format or in a different language please contact us on **(01603) 424255** and team members will do their best to help.



Patients who are unable to travel by private or public transport for medical reasons may be eligible for non-emergency patient transport. The East of England Ambulance Service provides non-emergency patient transport services for patients attending hospitals and treatment centres for NHS-funded treatment.

Patients who think they may be eligible for patient transport, and are registered with a GP in the Great Yarmouth and Waveney area, should call the patient transport clinical assessment and advice service on **0845 6038115** lines are open Monday-Friday 8:30 a.m. to 6 p.m.

Before a booking is made you will be asked some short questions to see if you are eligible to use the service. If you are transport will be arranged. Please do not book more than two weeks, or less than 48 hours in advance of your appointment.

### **What to expect when you call**

You will be asked the following questions, so please have this information to hand:

- Your name and address details
- Your NHS Number
- Your GP Surgery
- Your appointment date and time

Please note that calls may be recorded for quality purposes.

### **Who is eligible for transport?**

Only patients who would otherwise be unable to travel due to medical reasons are eligible for transport e.g. patients who need to travel by stretcher; who may suffer severe side effects following treatment or who would be unsafe travelling alone.

If you are not eligible for transport, the service will provide you with information about possible alternatives and financial assistance.

We are unable to give an exact collection time for your journey. Please ensure you are ready to travel two hours prior to your appointment time as transport will usually be shared with other patients and the vehicle will be unable to wait for you.

### **Can someone travel with me?**

It is only possible for carers to accompany patients in specific circumstances which depend on the medical needs of the patient, they must be pre-booked.

Children aged 16 years and under must be accompanied by a parent or guardian.

### **What if I currently use oxygen at home?**

If you require oxygen during your journey please tell us when you ask for transport.

### **What if I have a special need?**

If you have a special need such as requiring a child seat, or if you have a registered assistance dog, you must let us know at the time of booking.

### **What should I take with me?**

Your appointment letter will say what is required for your appointment. However, we ask that you take any appointment card, or letter of referral and any current medication. If you are being admitted to hospital, you should take an overnight bag. You may need to wait for return transport after your appointment, so you may want to take with you some money for a drink and something to eat – especially if you are diabetic.

### **Please remember your keys!**

### **What if the transport does not arrive on time?**

Whilst we do our utmost to ensure that all patients arrive by their appointment time, we may occasionally be delayed. If we are running late we will let you know and we will let the hospital or clinic know that you may be late for your appointment.

### **I am unsure of where to go when I arrive at the hospital/treatment centre**

Your driver or ambulance crew will take you into the respective clinic or department when you arrive, if in doubt please ask them.

### **Where do I wait when I'm ready to go home?**

Your ambulance crew or driver will advise you where to report to, or where to wait for your transport for your return journey.