

## Not eligible for transport

If you are not eligible to use the service then you will need to make your own way to hospital for your appointment.

Our call centre will be able to provide you with further information on the options that may be available to you.

Patient transport is a vital resource for those who need it and should not be seen as an alternative to using public transport or a private car if you are able to do so.

The Patient Advice and Liaison Service (PALS) at your local hospital may also be able to provide advice; this includes information on the Healthcare Travel Costs Scheme which may be of help if you are unable to afford the cost of travelling to and from a hospital appointment.

Information relating to alternative hospital transport options is also available from your Local Healthwatch or other patient representative groups.

Visit [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

This leaflet can be made available in different languages and formats.  
If you require this, please contact [karen.hutchinson@htg-uk.com](mailto:karen.hutchinson@htg-uk.com).



## Feedback and queries

If you have an enquiry about your eligibility to use patient transport, please contact your local NHS Patient Advice and Liaison Service who will be able to direct you.

We welcome your feedback on the service we provide. If you would like to raise any compliments, concerns or complaints about our service then you can contact us by phone, email or post using the details below.

### Telephone

0808 164 4696 (9am-5pm Monday-Friday)

### Email

[PET@HTG-UK.com](mailto:PET@HTG-UK.com)

### By Post

HTG-UK,  
Harrison Place  
Whisby Road  
Lincoln  
LN6 3AH



Working in Partnership with the NHS

# Non-Emergency Patient Transport

From  
1<sup>st</sup> October 2024

Renal Patient  
Information Leaflet

Norfolk & Waveney



HTG UK Ambulance Service, is the provider of non-emergency patient transport services for patients who are registered with GP's in the Norfolk & Waveney area and have their transport prebooked.

RENAL Treatment appointments are eligible for transport to and from their renal treatment; however, other appointments, unrelated to renal treatment are NOT automatically eligible.

## How to book patient transport

In most cases, if you require transport to or from hospital for RENAL TREATMENT or related appointments, your journeys will be booked for you by your healthcare professional in the Dialysis unit.

You should check with the department to find out whether transport has been arranged on your behalf. If it has, you do not need to take any further action.

If you need to contact us regarding any OTHER medical appointments, or you are a relative or carer booking transport on behalf of a patient, please call the

Booking & Enquiry line:

**0345 241 3012**

available 24 hours a day, 7 days a week

A Call Handler will assess whether you are eligible to use patient transport for OTHER appointments by asking you a few simple questions about your medical condition and mobility or support needs.

Your answers to these questions will determine whether you are eligible.

You will need to have the following information to hand:

- NHS Number
- Date of Birth
- GP Surgery you are registered with
- Full Address with postcode
- Mobility/Support needs
- Date, time and destination of appointment
- Access details of your property

Once your transport is booked, you will be given a booking reference number. If your appointment changes or is cancelled, it is your responsibility to inform us to either cancel or amend your booking, otherwise we will still attempt to collect you according to the original booking and the NHS will incur a cost.

If you provide us with a mobile number, you can receive a free SMS reminder the day before your appointment; it also allows you to cancel that journey if you no longer require it.

When the hospital books your transport they will go through the same process on your behalf. If the booking is changed or cancelled, it will be their responsibility to notify us.

## What to expect for your RENAL appointment journey's

We will collect you from your residence – we ask you to be prepared a couple of hours prior to your appointment time; we aim to collect you with enough time to get you to the appointment on-time.

Before beginning the journey, our staff will ensure you have everything you need, including your keys and medications, and they will check that the door is locked where necessary.

Our Staff are trained to provide assistance throughout your journey, if you require it, and will escort you to the department you are attending.

If you take medication for any condition this should be brought with you; you should also consider bringing a snack and drink just in case you are delayed.

You will be returned to your residence after your treatment or appointment, and the staff will ensure that you are safely inside before leaving you.

We aim to get you to the appointment in time for any pre-checks you need to go through, and then pick you up afterwards within an hour of the booked time.

It is the responsibility of the Renal Unit that you attend to make sure HTG-UK are informed if you are finishing earlier or later than the booked time.



For more information, please visit <https://www.htg-uk.com>