



Delivering the **right care**, at the **right time**, in the **right place**

## Patient Transport Service Information for Patients

**You can ask to use the Patient Transport Service (PTS) if you have a medical or clinical condition which may stop you getting to your appointment by any other means. The service provides transportation for appointments between 08:00 hrs and 18:00 hrs, Monday to Friday (excluding Bank Holidays)\*.**

\*If you are a haemodialysis patient or a patient receiving treatment for cancer, please speak to the hospital you are receiving treatment at to find out their specific operating times as these do vary.

### Booking Transport

The clinic you are attending may book transport on your behalf. If not, you may need to ask your GP or clinic to provide you with the telephone number of where you can book your PTS.

Staff will ask you some simple questions to make sure you are eligible to use the service. You will need your NHS number to hand to make a booking and it is available from your GP.

Please make the call taker aware of your mobility and any additional needs you may have, so the right type of transport is provided for you. We can also provide special aids such as our Pictorial Handbook for patients who are hard of hearing or who experience language barriers. In order to help you, we need to be fully advised of your specific needs.

If you would like a transport booking reminder to be provided 3 days before your appointment, please make the booking centre aware of this. If your appointment is cancelled or you need to amend your booking e.g. you only require transport home, please let the booking centre know as soon as possible.



If you require haemodialysis treatment, then you will be assessed by your relevant unit/clinic before commencing your treatment and then re-assessed every six months to ensure you still qualify for hospital transport. If you are a cancer patient, you will be assessed every three months by your clinic. Once you have been assessed, you do not have to book any transport yourself; this will be done by the staff at the unit or clinic you attend.

### Your Mobility

We provide a range of vehicle types and levels of care appropriate to your medical needs to ensure that you travel as safely and comfortably as possible. **It is important to make the call taker aware of your mobility and any additional needs you may have** (including walking frames, wheelchairs, steps at your home address), so that the right type of transport can be provided for you.



### Escorts

If you have a physical or mental incapacity you may be entitled to take an escort and you should mention this to the booking centre. The escort may be either a professional, a relative/carer or a guide/hearing dog and their attendance is subject to meeting the assessment process mentioned above. Only one escort can travel with you on your journey.

Patients under the age of 16 must be accompanied by an adult.

### Before You Travel:

- If you have been given an appointment card or letter please show it to the ambulance crew and bring details of any medications that you need with you.
- Please be aware that you may be away from home for a number of hours. It is a good idea to bring with you a packed lunch, a drink, a newspaper or book to occupy yourself with and any medications that you may need during the day.

### The Journey to Hospital/Clinic

- **Please be ready to travel at least 90 minutes prior to your appointment time. When possible, we will give you a more specific estimated collection time at the point of booking.**

- Please note that you may not necessarily have a direct journey to your destination. The vehicle you travel to your appointment in may have to collect other patients who are attending the same hospital as you or other hospitals in the surrounding areas.
- We are committed to respecting and maintaining the dignity of all our patients.
- Please remember there may be both male and female patients on the vehicle and ensure you are appropriately dressed to travel, particularly in cold weather.
- When you arrive at the hospital, we will escort and book you into the clinic you are attending.

### The Journey Home

- Once you have finished your appointment please tell the clinic that you have travelled with the Patient Transport Service and that you are ready to go home. The nursing staff will notify the PTS that you are ready and where you will be waiting for collection.
- You may have to wait for other patients who are scheduled to travel on the same vehicle that has been planned for your return journey.
- When you reach your homeward destination the transport staff will escort you to your front door and make sure you are safely inside before leaving. Transport staff

members are not allowed to drop you anywhere else other than the address supplied at the time your ambulance was booked.

### Quality Standards

- **Appointments** - We are contracted to ensure that 90% of all patients will arrive no more than 45 minutes early or 15 minutes after their actual appointment time. If you do arrive prior to your actual appointment time, you may still have to wait until your scheduled time to be seen by a doctor. However, if you arrive up to 15 minutes after your actual appointment time, please do not worry - you will still be seen by the doctor.

*If you are attending for haemodialysis or cancer treatment, we are contracted to ensure that 90% of all haemodialysis and cancer patients will arrive within 30 minutes of their appointment time.*

- **Returning Home** Once your appointment is finished and we are notified that you are ready, we aim to collect 80% of patients within 60 minutes and 90% within 90 minutes.

*If you have attended for haemodialysis or cancer treatment, we aim to collect 85% of patients within 60 minutes and 90% within 90 minutes of being notified that you are ready to travel home.*

## Your Comments / Concerns

If you have any compliments, comments or concerns about the Patient Transport Service then please telephone:

**0345 112 6500** and speak to one of the Making Experiences Count team.

If you require any further information about the PTS, or would like to view our Patient Charter please visit: [www.patienttransport.nwas.nhs.uk](http://www.patienttransport.nwas.nhs.uk).

The Patient Transport Service can be contacted by telephoning freephone: **0800 0323 240\*** or for mobile phone users telephone:

Patients living in the Mersey area  
telephone: **0151 261 2580**

Patients living in the Lancashire area  
telephone: **01772 904 907**

Patients living in the Cheshire area  
telephone: **01244 651 301**

Patients living in the Cumbria area  
telephone: **01228 403 031**

For haemodialysis and cancer patients, please telephone freephone: **0800 0289 224\*** or mobile phone users telephone:

Patients living in the Mersey area  
telephone: **0151 261 2581**

Patients living in the Lancashire area  
telephone: **01772 904 919**

Patients living in the Cheshire area  
telephone: **01244 651 311**

Patients living in the Cumbria area  
telephone: **01228 403 064**

\*some mobile phone providers may charge you to telephone a freephone number.

Please refer to individual mobile service providers for information on call charges.

The Patient Transport Service can also be contacted by emailing: [pts@nwas.nhs.uk](mailto:pts@nwas.nhs.uk).

## Contact Us

Your opinions are important to us. If you have any views about this document or if you would like to receive this document in large print, braille, on audio tape, or in an alternative language to those shown below, please contact us.

### Arabic

إذا كنت تحتاج لهذه الوثيقة بلغة أخرى أو بشكل آخر يرجى الاتصال بنا

### Chinese

如果您需要本文件任何其它语言或格式的文本，请直接与我们联系。

### Gujarati

જો તમને આ દસ્તાવેજ બીજા કોઈ ભાષા કે સ્વરૂપમાં જોઈતો હોય, તો કૃપા કરીને અમારો સંપર્ક કરો.

### Polish

W celu otrzymania niniejszego dokumentu w innym języku i/lub formacie, należy się z nami skontaktować.

### Somali

Haddii aad ku rabto xaashadan luqad ama qaab kasta oo kale fadlan nala soo xidhiidh.

### Urdu

اگر آپ کو اس پر کسی اور زبان یا فارمیٹ میں اس کا کاپی چاہیے۔

## Trust Headquarters

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Photography courtesy of Jason Locke

For further information visit the website, email or call

**0845 112 0 999** (charged at local rate)



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