

It is important that you report to one of these locations as they will book you ready to go home and our team can arrange your return transport.

Can I be dropped off elsewhere on my way home?

No. We are only allowed to transport you between your home and the relevant hospital/healthcare treatment centre.

I no longer need transport, how do I cancel my booking?

Please tell us as soon as possible by calling the booking line.

What do I do if I do not agree with the Eligibility Criteria Assessment outcome?

Contact our bookings team on **0300 300 3434** and advise that you want to appeal the decision.

Your appeal will be reviewed by our Eligibility and Support Clinician. They will speak to you and other clinical professionals if needed to ensure the correct decision is made.

The Eligibility and Support Clinician will be the final point of appeal.

Help us to help you...



Please...

- Cancel transport if no longer required **Call 0300 300 3434**
- Advise us of any special needs
- Be ready to leave when we arrive
- Have your medication and documentation with you
- Take your keys and some money
- Expect to share transport with others
- Respect the no smoking policy in all vehicles
- Respect our drivers; there will be a zero tolerance to abuse

Please don't...



- Give any money to the driver
- Expect a taxi service or ask us to stop at the shops



We continually strive to improve the service we provide and welcome your comments and suggestions.

Patient Advice & Liaison Service (PALS)

PALS provide impartial information and advice.

You can contact PALS on:
0333 012 4216
(24 hour answer phone)
or write to: PALS Manager at
emas.pals@nhs.net



East Midlands Ambulance Service

Trust Headquarters
1 Horizon Place
Mellors Way
Nottingham Business Park
Nottingham
NG8 6PY

EMAS has procedures in place to ensure patient confidentiality. Our staff only passes information to those with a right to receive it.

0115 884 5000
www.emas.nhs.uk

To receive this information in large print, audio or in another language, please call us on 0115 884 5807.



East Midlands Ambulance Service **NHS**
NHS Trust

Emergency Care | Urgent Care | We Care

Derbyshire Patient Transport Service

From 1 August 2016, EMAS will be providing a high quality NHS Patient Transport Service for patients who live, and are registered with a GP, in Derbyshire.



NEW
SERVICE

Funded by
NHS Southern Derbyshire Clinical Commissioning Group

NHS
Southern Derbyshire
Clinical Commissioning Group

Introduction

The information within this leaflet is for patients who need medical or clinical support to get to and from their healthcare appointments.

Visiting hospital or a treatment centre can be a worrying time and the purpose of this leaflet is to take away any anxiety you may have about your transport booking or the journey.

Patient transport is available for patients who:

- Require assistance from skilled ambulance staff e.g. require access to oxygen whilst travelling
- Have a medical condition that would prevent them from travelling to hospital by any other means
- Have a medical condition that might put them at risk from harm if they were to travel independently
- Have treatment with side effects that requires support from skilled ambulance staff.

Am I entitled to transport?

Entitlement to transport will depend on whether the patient meets the eligibility criteria set out by the local clinical commissioning group. The eligibility will be assessed during the booking process, to ensure there is a medical need. You will be required to complete the assessment prior to each transport request being made.

Will I be reminded of my transport?

Yes. If you provide us with a telephone number when making your booking we will send you a

SMS text message 24 hours prior to your appointment. On the day of your transport our driver will also telephone you to let you know they are on their way.

Who will collect me to take me for my appointments?

Our fully trained staff will collect you from your place of residence. This could either be an EMAS Patient Transport Driver or Volunteer. Our Patient Transport Drivers will be wearing green trousers and a white shirt, whilst our volunteers will be wearing a blue polo t-shirt. All our teams will be wearing an ID badge.

How do I request Patient Transport?

You can request patient transport up to 6 weeks* in advance of your appointment date by calling our booking line on **0300 300 3434**.

If you are hard of hearing, deaf or speech impaired, you can contact the service by dialling **18001**,

followed by the full phone number (e.g. 0300 300 3434). Users must have access to the Next Generation Text Service.

Please be aware you will be required to successfully complete the eligibility assessment before your transport is confirmed.

** Transport plans for up to 6 weeks can be booked before the patient is required to complete the eligibility criteria assessment again.*

Renal Dialysis and long-term treatment patients will be required to complete the eligibility criteria assessment every 12 weeks.

What should I take with me?

When you are travelling to a hospital or treatment centre appointment, please take:

- Any appointment card or referral letter
- Any current medication
- Keys to your house
- Money for a drink or sandwich
- Your overnight bag if you are being admitted

Can someone travel with me?

Only one authorised escort can travel with you. They must be pre-booked and are subject to the medical needs of the patient, and in agreement with the general practitioner or hospital consultant.

When will I be collected?

We aim to collect you no more than 120 minutes prior to your appointment. If you live a long way from the hospital, or are travelling out of the county, please call the booking line.

I use oxygen at home. Can I travel with the Patient Transport Service?

If you require the use of oxygen on the journey please ensure

it is booked along with your transport, as this will determine the type of vehicle we use.

Can I take my own wheelchair?

For safety reasons all patients need to travel in an ambulance seat or ambulance wheelchair provided by EMAS.

I am unsure where to go when I arrive at the hospital treatment centre.

Our staff will escort you into the hospital or clinic when you arrive and if needed, will help you to the appropriate waiting area.

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

Please report to the clinic reception area or inform them that you are ready to go home. Our crew will collect you from the clinic waiting area for your journey home.

If your appointment is at London Road Hospital or Royal Derby Hospital you will also be able to report to the Ambulance Liaison desk in the main entrance.