



North West Ambulance Service **NHS**
NHS Trust

Our Patient Transport Service (PTS) is here to help patients who live in Lancashire, Merseyside, Greater Manchester and Cumbria to get to and from non-emergency medical appointments. We want to make sure those who need it have access to it.



GoPTS

Patient Transport Service

For more information about the Patient Transport Service, visit www.patienttransport.nwas.nhs.uk

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Can I use the Patient Transport Service?

You may be eligible for the Patient Transport Service (PTS) if you have a medical or clinical condition which could stop you getting to your appointment by any other means.

How do I make a booking?

You can make a booking by calling 0800 0323 240.
If you are a renal dialysis or cancer patient, please call 0800 028 9224.

When you telephone, we will ask you some simple questions to check if you are eligible. These will help us provide the most appropriate transport to meet your needs and not restrict your access to PTS.

You will need your NHS number, which is available from your GP or clinic. Please tell us about your mobility and any additional needs you have so the right type of transport is booked for you. The requirement for an escort will also be assessed as part of the eligibility criteria and must be booked in advance. If you register your mobile telephone number when booking, you can opt to receive a text reminder about your booking and a 'next patient' notification text on the day of travel.

What can I expect from my journey?

- We will try to make sure we take the most appropriate route to the hospital, reducing the time you will travel on our vehicles.
- We will try our best to make sure you arrive at your appointment early (up to 60 minutes) or on time. Not all the patients on the ambulance will have the same appointment time as you so don't worry if you are a little late, clinics are flexible where possible.
- After your appointment we will collect you as soon as possible. You may have to wait a while for other patients to finish their appointments and then you can all travel together.

Our promise to you

- We aim to answer your call within 20 seconds.
- We aim to keep your journey time to no longer than 60 minutes.
- On most occasions you can expect to arrive up to 60 minutes before your appointment time.
- When we are told you are ready, we will aim to collect you within 90 minutes.

An enhanced service is provided for patients having treatment for renal dialysis and cancer.

