



North West Ambulance Service



NHS Trust

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

PATIENT TRANSPORT SERVICE STANDARDS

When making a booking directly with NWAS, you can expect...

75% of calls to be answered within 20 seconds

When travelling to your appointment with NWAS, you can expect...

Although distance and travel conditions must be taken into consideration, we will endeavour to ensure that your journey time should not exceed 60 minutes.

Arriving for your appointment at the hospital, you can expect...

To arrive no more than 60 minutes before or later than your appointment time on 90% of occasions. (If you are travelling for renal dialysis or cancer treatment, you can expect to arrive within 45 minutes of your appointment time on 90% of occasions)

On collection from hospital you can expect...

- That you will be collected within 60 minutes on 80% of occasions and no longer than 90 minutes on 90% of occasions from the point at which we are notified that you are ready.
- If you are having renal dialysis or cancer treatment, you will be collected within 60 minutes on 85% of occasions and no longer than 90 minutes on 90% of occasions.