



Patient Transport Service

Patient Charter

This Patient Charter explains your rights and responsibilities when you use the Non-Emergency Patient Transport Service of the North West Ambulance Service NHS Trust (Nwas).

We work in partnership with hospitals and other organisations you may come into contact with as a patient. We want your combined ambulance and hospital experience to be as smooth as possible. It is really important to us to let you know what you can expect when using our Patient Transport Service. We also want to let you know how you can help us to make your overall experience as pleasant as possible.

Eligibility

Patient transport is available for those patients who meet the eligibility criteria. When you request transport, you will be asked a series of questions that decide whether you meet the eligibility criteria on the basis of medical need. These questions will also help us to decide how we can best support you in getting to your appointment. If you need someone to accompany you due to a specific need, we must be made aware of this.

If you are not eligible to use patient transport, we will try to assist you by giving you useful information about alternative transport options.

If you are eligible for patient transport, you can expect from us:

- A booking will be taken immediately and you will be given a unique booking number. You can use this if you need to contact us about your booking.
- The person who takes the booking details will record all information accurately including any special requirements that you may have for your journey.
- The option of receiving a booking reminder text message three days before you travel. You can also opt in to receive a message telling you that your transport is on its way to collect you on the day of travel.

- We will endeavour to provide transport that is comfortable and suitable for your individual mobility requirements and to ensure that you are properly secured in the vehicle with seatbelts or wheelchair restraints as appropriate.
- We will ensure that our staff always carry identification and introduce themselves to you on arrival.
- We will ensure our vehicles are appropriately equipped and subject to regular maintenance and safety checks.
- You will be treated and cared for by our staff who have the necessary skills, knowledge and experience to provide an efficient and effective service to suit your needs.
- We will ensure that you are treated with dignity and have your religious and cultural beliefs respected. Our service is able to be accessed fairly by all, irrespective of gender, race, disability, age, sexual orientation, religion or belief.

- If due to unforeseen circumstances we have to change your transport arrangements at the last minute, we will notify both you and the relevant clinic wherever possible.
- We will ensure that any other transport provider operating on our behalf will undertake their duties within our strict operating guidelines. If other transport providers fail to meet our service requirements, appropriate action will be taken.

We ask you to:

- Please have your NHS number to hand when you call to request transport. This can usually be found on your appointment letter or you can request it from your GP.
- Provide us with any information that we may need to know to help us provide a better journey for you.
- Contact us to tell us if your transport booking is no longer needed, for example if your appointment has been cancelled or changed or if you need to make any changes to your booking.
- To be ready to travel at the estimated collection time.
- Bring your appointment details and any medication you require during the day with you. You may also wish to bring something to eat and drink with you.
- Treat our staff with consideration and respect and follow any specific safety advice they may give to you. Please note that the wearing of seatbelts is compulsory unless medical exemption is provided.
- That you respect the religious and cultural beliefs of other patients travelling at the same time as you.
- Be dressed appropriately for the journey and the weather conditions and are aware that both male and female patients may also travel with you.
- Please ask the clinic you have attended to notify us that you are ready for your transport home after your appointment has finished.

When making a booking directly with us, you can expect:

75% of calls to be answered within 20 seconds.

When travelling to your appointment with us, you can expect:

A journey time of no more than 60 minutes, although distance and travel conditions must be taken into consideration.

On 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.

Your opinions are important to us. If you have any views about this brochure or if you would like to receive this document in large print, braille, on audio tape, or in an alternative language, 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版本，请直接与我们联系。

Gujarati

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

Polish

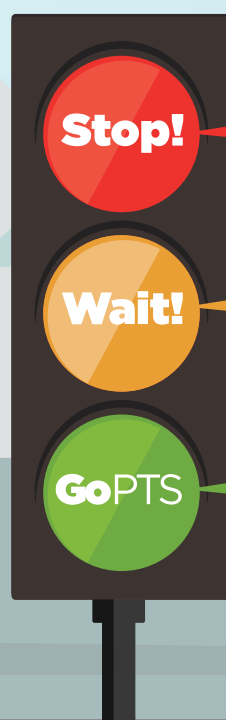
W celu otrzymania niniejszego dokumentu w innym języku lub formie, należy się z nami skontaktować.

Somali

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

Urdu

اگر آپ یہ پرچہ کسی اور زبان یا شکلیں میں منگوانا چاہتے ہیں تو براہ کرم ہم سے رابطہ کریں۔



Do you have a hospital or clinic appointment?

Do you need ambulance transport because of a medical or physical condition?

You may be eligible to use the Patient Transport Service

www.nwas.nhs.uk

If you would like to share any compliments, comments or suggestions about the service we are providing, or you wish to make a complaint, you can contact us by telephoning our Patient Experience Team on 0345 112 6500, emailing patient.experience@nwas.nhs.uk or write to us: Patient Experience Team, North West Ambulance Service NHS Trust, 449-451 Garstang Road, Broughton, Preston, PR3 5LN.

Alternatively contact us via our website: www.nwas.nhs.uk/talking-to-us



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