



Patient Transport Service

Guide for Healthcare Professionals:

Cancelling Patient Transport



It is extremely important to remember to cancel transport if the patient's hospital/ clinic appointment is cancelled or rearranged. This will ensure that PTS is run efficiently, doesn't make unnecessary journeys and doesn't unnecessarily impact on other patients.



If the patient has booked their own transport, please can you make them aware of the importance of cancelling their transport.

To cancel transport please contact: 0800 0323 240 and select option 5 or email pts.cancellation@nwas.nhs.uk



Patient Escorts

An escort is not an Nwas member of staff and is defined as:

A healthcare professional, relative or carer that accompanies an eligible patient on a journey in order to provide particular and necessary skills or services that may be required that cannot be provided by the PTS staff (e.g. accompanying a person with physical or mental incapacity or to act as a translator); or



A person recognised as a parent or guardian of an eligible patient under the age of 16 years.

Please note that if an escort has not been booked in advance, they will not be able to travel with the patient on the day.

It is also important to remember that when travelling with the PTS, patients are in the care of healthcare professionals, who will accompany them safely to their appointment and assist with any mobility needs they may have.

The Patient Transport Service is a limited service, therefore we only allow escorts to travel with those who have a genuine need for additional support.



For general enquiries, please call 0800 0323240

More information is also available at www.nwas.nhs.uk/our-services/patient-transport-service