



**NHS**

North West  
Ambulance Service  
NHS Trust



# Easy read guide.

## What is our Patient Transport Service?



**First, talk to your doctor or hospital, they might book transport for you. If not, they will give you a number to call.**



**Transport needs to be booked at least 48 hours in advance of your appointment or the service will not be able to take you.**



# Who can go with you?

**You can take one friend or family member with you on the ambulance if you need them to care for you if our staff cannot.**



**If we have your phone number we  
will text message you before your  
appointment day.**



# Cancellation.

**If you don't need patient transport anymore please tell the person who made your appointment as soon as you can.**



# What time should I be ready?

**2 hours before your appointment time.**

**If you have an early morning appointment (8am to 9am)  
the operator will have given you a pick up time.**



# Going home.

**After your appointment please tell the nurse or receptionist that you are ready to go home by ambulance transport.**







**This guide is in an alternative format created by the Communications and Engagement Team at North West Ambulance Service NHS Trust and co-designed with People First Merseyside.**