



NHS

North West
Ambulance Service
NHS Trust



Patient Transport Service

Looking after you from door to door



North West Ambulance Service provides a non-emergency patient transport service for people who need special support getting to and from their healthcare appointments due to a medical or physical condition.



nwas.nhs.uk/pts

Can I use the patient transport service?

Entitlement to use the service depends on your specific requirements, medical condition and mobility. You need to meet the eligibility criteria which we will assess when making a booking.

How do I make a booking?

To book transport in Greater Manchester, please contact your local booking centre below. If you require transport for any subsequent follow up appointments, it is normally the clinic that will arrange this, although some booking centres do this on their behalf. Ask the booking centre for details of the arrangements in your local area.

When you telephone, we will ask you some simple questions to check if you are eligible. 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. This may be an ambulance, volunteer car driver or a taxi depending on your needs and location.

The requirement for an escort will be assessed as part of the eligibility criteria and must be booked in advance.

If you register your mobile telephone number when booking, you will receive a text reminder with the option to respond and cancel your journey.





Bolton Booking and Choice Team

Tel: **01204 390 400**

Hours: **Mon - Fri**

8.30am - 6.00pm



Bury

Tel: **0161 357 2350**

Hours: **Mon - Fri**

10.00am - 4.00pm



Heywood, Middleton and Rochdale Single Point of Access

Tel: **0161 206 0067**

Hours: **Mon - Fri**

8.00am - 4.00pm



Greater Manchester (Including Salford and Stockport)

Tel: **0800 092 4020 or**

0161 947 0770

Hours: **Mon - Fri**

8.00am - 6.00pm



Oldham

Tel: **0161 357 5190**

Hours: **Mon - Fri**

8.30am - 5.00pm



Trafford

Tel: **01772 660011**

Hours: **Mon - Fri**

8.00am - 6.00pm



Wigan

Tel: **0300 707 0737**

Hours: **Mon - Fri**

8.00am - 6.00pm



Tameside and Glossop

We accept first appointments. Follow up appointments are to be made by your treatment centre. Call our booking line, **0800 0323 240**.

What can I expect from my journey?

- A friendly booking agent will answer your call as soon as possible and our team will be on hand to support you during your journey.
*97% of patients found the booking team friendly and helpful. **
- Your comfort is very important to us. We will try to take the most direct route to the hospital, reducing the time you will travel on our vehicles. We will aim to ensure it is less than 60 minutes.
- We will try our best to get you to your appointment on time. Please make sure you're ready two hours prior to your appointment time, with everything you need for your journey and appointment. If your appointment is a long one, consider taking a snack or some money to buy food. You may be sharing your transport with other patients who have a different appointment time, but don't worry if you are a little late, you will still be seen by the clinic you are attending.
*97% of patients told us their crew was friendly and helpful. **
- After your appointment we will collect you as soon as possible. You may have to wait up to 90 minutes, this allows other patients to finish their appointments so that you can all travel together.

** Apr-Dec 2023 patient feedback*

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If you would like this information in an alternative language or format, such as easy-read or large print, please contact our Communications Team:
communications@nwas.nhs.uk

**Patient Advice and
Liaison Service (PALS)
and Resolution Team:**
pals@nwas.nhs.uk

Booking line: 0800 0323 240
nwas.nhs.uk/pts

