

Patient transport is available for patients who:

- Require assistance from skilled ambulance staff e.g. require access to oxygen whilst travelling
- Have a medical condition that would prevent them from travelling to hospital by any other means
- Have a medical condition that might put them at risk from harm if they were to travel independently
- Have treatment with side effects that require support from skilled ambulance staff
- For patients who are registered with a Northamptonshire GP



Am I entitled to transport?

This will depend on whether the patient meets the eligibility criteria set out by the local clinical commissioning group. Eligibility will be assessed during the booking process.

Who will collect me to take me to my appointments?

Our fully trained staff will collect you from your place of residence. This could either be an EMAS Patient Care Assistant or a volunteer. All our drivers will be in uniform and will have an ID badge. We also use an approved taxi firm.

How do I request patient transport?

You can book transport up to 24 hours advance of your appointment date by calling our booking line on 0300 300 3434. Our booking line is open between 8am and 8pm 7 days a week.

If you are hard of hearing, deaf or speech impaired, you can contact the service by dialling 18001, followed by the full phone number. Users must have access to the Next Generation Text Service.

Help us to help you Please...

- Cancel transport if no longer required by calling 0300 300 3434
- Advise us of any special requirements
- Be ready to leave when we arrive
- Have your medication and documentation with you
- Take your keys and some money
- Expect to share transport with others
- Respect the no-smoking policy in all vehicles
- Respect our drivers – we have a zero-tolerance policy towards abuse
- Follow the Patient Transport Charter



Frequently asked questions

What should I take with me?

When you are travelling to a hospital or treatment centre appointment, please take:

- Any appointment card or referral letter
- Any current medication
- Keys to your house
- Money for a drink or sandwich
- Your overnight bag if you are being admitted
- A walking aid

Can someone travel with me?

Only one authorised escort can travel with you. They must be pre-booked and are subject to the medical needs of the patient, and in agreement with the general practitioner or hospital consultant.

When will I be collected?

You may be collected up to two hours before your appointment, depending on where you live. We will aim to get you to your appointment up to one hour before it begins.

I use oxygen at home. Can I travel with the Patient Transport Service?

If you require the use of oxygen for the journey, please ensure it is booked along with your transport as this will determine the type of vehicle we use.

Can I take my own wheelchair?

Yes, if it is a crash-tested and serviced wheelchair. If not, you will need to travel on an ambulance seat or an ambulance wheelchair provided by EMAS.

You can check if your wheelchair is crash-tested and has been serviced by calling the booking line.

I am unsure of where to go when I arrive at the hospital treatment centre?

Our staff will escort you into the hospital or clinic when you arrive and if needed, will help you to the appropriate waiting room.

Where do I go when I'm ready to go home?

Please report to the clinic reception area and inform them you are ready to go home. Our crew will collect you from the clinic waiting area for your journey home.

Please note that we will collect you up to 30 minutes from your booked collection time, even if you are ready earlier.

We continually strive to improve the service we provide and welcome your comments and suggestions.

Patient Advice and Liaison Service (PALS)

PALS provide impartial information and advice.

You can contact PALS on: 0333 012 4216 (24 hour answerphone)

Write to us:

East Midlands Ambulance Service NHS Trust
1 Horizon Place
Mellors Way
Nottingham
NG8 6PY

Email us:

emas.pals@nhs.net

EMAS has procedures in place to ensure patient confidentiality, and our staff only pass on information to those with the right to receive it.

01158 485000

www.emas.nhs.uk

To receive this information in large print, audio or in another language, please call 01158 845807.



East Midlands Ambulance Service Non-Emergency Patient Transport Service



0300 3003434

www.emas.nhs.uk

Respond - Develop - Collaborate