

If you are refused hospital transport and you do not agree with the decision, you or your relative/carer can appeal by writing to the:

Head of Outpatients and Health Records
Clinical and Specialist Support Directorate
Dudley Group of Hospitals NHS Foundation Trust
Dudley
West Midlands
DY1 2HQ

You can also contact the Patient Advice and Liaison Service (PALS) Manager on 0800 073 0517

PLEASE REMEMBER

1. The distance you have to travel or any financial cost you may incur is not a reason to request hospital transport.
2. If your condition improves or you no longer need transport, please remember to telephone the Ambulance Booking Office and cancel your transport as the Primary Care Trust is charged for all wasted or unnecessary journeys.
3. If you are able to get safely to and from hospital by public, voluntary or private transport please do so. There are advantages for you if you do: less waiting for your transport both before and after your appointment and a shorter journey time as the ambulances make a longer trip with several patients all together
4. The Booking Office can get very busy. If you have difficulties getting through please try again.

5. Always wear appropriate outdoor clothing when travelling by non-emergency patient transport and remember to be ready to travel at least 2 hours before your appointment.

6. Any follow-up appointment bookings will be made through the health care site at which you attend your initial appointment

Claiming Travel Expenses

You can claim travel expenses (except taxi fares) if you make your own way to hospital and receive:

- Income Support
- Income Based Employment & Support Allowance ESA
- Income Based Job Seekers Allowance
- Guarantee Pension Credit
- Working Tax Credit
- Child Tax Credit
- Valid HC2 Certificate

Please ask at the ward/clinic you are attending for details

And finally

Please remember there are only a limited number of ambulance vehicles. Please help us by only asking for hospital transport if you really need it.

This will help us provide a better quality of service for those patients who really need it.

Thank you

A Guide to Non-Emergency Patient Transport Services

Your Questions Answered

This guide helps define who is entitled to hospital transport and explains how you can request it if you think you are eligible.

Please note all patients do not automatically qualify.

Who is eligible for transport?

Dudley NHS has limited resources for patient transport which need to be targeted only at those patients who have a clinical need that prevents them using private or public transport. Transport is not for social or financial reasons.

You are eligible for transport if:

- You need to travel lying down because of (due to) medical need
- You require oxygen or other medical gases while you travel
- You require intravenous support (medical drugs in vein)

You may also be considered for hospital transport if you have no alternative means of transport available and you:

- You are confined to a wheelchair
- You have a psychiatric or learning difficulty which prevents you from using public transport
- You have a medical condition that would compromise your dignity or cause public concern if you used public transport
- You cannot walk without the continual support of another person or walking aid, i.e. zimmer frame or similar and cannot use public transport. Remember patient transfers chairs are available on hospital sites for patient moves between departments.

- You require the support of the transport staff on or after the journey
- You experience unpleasant side effects as a result of your medical treatment and this prevents you from using public transport or it would be detrimental for your recovery to travel by other means
- Where your medical condition impacts on your mobility to such an extent that you would be unable to access healthcare

If you do not meet any of these criteria and there are no special circumstances, you will need to make your own travel arrangements to and from the hospital or clinic.

If you receive Disability Living Allowance Mobility Component or have a vehicle under the Mobility Scheme you will not automatically be entitled to access ambulance transport if simply for mobility purposes. Consideration is given on medical grounds.

Disability Living Allowance Mobility Component is awarded to assist you with your daily life and that includes attending hospital appointments.

Patients who are eligible for transport will be escorted to and from the hospital by Ambulance transport staff.

Relatives and friends are welcome to meet patients at their point of destination; they will be unable to accompany you on your journey unless you satisfy one of the following criteria:

- You are under 16 years of age
- You have a psychiatric or learning difficulty that prevents you travelling alone
- You require an escort as part of your treatment management

- You are blind/hard of hearing and require assistance (Guide Dogs are accepted with prior notice)
- You reside in a residential care establishment due to a medical condition
- You need a translator

Patient escorts must be fit and well. They should not need assistance to get in and out of the vehicle.

How do I apply?

If you think you meet the eligibility criteria you or anyone on your behalf including relatives and carers will need to phone the booking team on any of the following numbers:

01384 244630
01384 244631
01384 244632

The Booking Office is open from 9am-5pm Monday to Friday.

It is important that you book your Ambulance at least 1 week in advance. Un-booked escorts will not be allowed to travel.

When you phone a transport booking form will need to be completed please have the following information available:

- Personal details
- Appointment letter with details
- NHS Number

If your condition improves or you no longer need transport, please remember to telephone any of the above numbers and cancel your transport as the Primary Care Trust is charged for all wasted or unnecessary journeys.