

Non Urgent Patient Transport is returning to business as usual, following the pandemic

Bookings from 6th June 2022

Planning for journeys that are booked in advance of day of discharge



- Bookings submitted up until 15:00 on the day before discharge will be offered a one-hour collection window on the day of discharge.
- The 1 hour collection window starts at the requested/agreed time.
- Wherever possible request transport collections between 8am and 11am, and ideally before 10am.

Earliest time for package of care to be arranged from the booked collection time, allowing for collection window and travel is:

- **E-zec (Dorset)** 1:45 hour
- **SCAS (Hampshire)** 2 hours

If the journeys are not booked in advance of the day of discharge, the following collection delays apply:



E-zec (Dorset)

- 4 hour lead time, plus 1 hour collection window, and 45+ minutes travel time.
- Earliest time for package of care to be arranged is 5:45 hours from the time that the transport is requested.

SCAS (Hampshire)

- 5 hour lead time, plus 1 hour collection window and 60+ minutes travel time
- Earliest time for package of care to be arranged is 7 hours from the time that the transport is requested.

On day of travel



Please ensure the patient is ready at the time stated on the e-form.

If the patient is notified as ready before the booked time, the patient may be collected early if an opportunity arises. They will need to be ready to leave within 10 minutes.

Wards should ensure patients are moved to the departure lounge, ideally before 10am.

Stretchers vehicle capacity is limited.

Only book if clinically appropriate and/or the patient can not transfer into a seat.

For advice and guidance please call the E-zec Patient Transport Liaison Officer for your hospital:

- PH – Scott King Tel 07776 471188
- RBH – Matt Frampton Tel 07776 473445

For all other queries, please contact:
Mevalyn Cross, Patient & Medical Transport Manager
mevalyn.cross@uhd.nhs.uk

Please select “Timed Assessment” on the e-form, if the patients needs are being assessed on arrival at home.

Reason why the journey time is critical?	Care Package	Home Visit	Latest Arrival at H'care Facility
	OP appointment	Timed Assessment	
Time patient must arrive by	--:--	🕒	