

# Non-Emergency Patient Transport

## What's Changing from November 2017

From November South Central Ambulance Service NHS Foundation Trust (SCAS) will be providing a patient led booking service for all patients registered with a West Hampshire Clinical Commissioning Group (WHCCG) GP.

A dedicated patient booking telephone line will enable you to place your first booking for non-emergency patient transport service (NEPTS) to take you to your first outpatient appointment. If following attendance at your first appointment you need to come back to hospital for follow up outpatient appointments or tests you will need to ask the clinician currently responsible for your care to assess that you are still eligible and place your booking.

### Who is eligible for NEPTS

The NHS has limited resources and NEPTS must be reserved for those patients with a medical condition where:

- The patient requires the professional support of patient transport staff during or after their journey; or
- The patient's health issues impact on their mobility to the extent that it prevents them travelling to or from a hospital appointment by any other means.

Eligibility is strictly enforced to safeguard the service for our most vulnerable patients. Assessment will be undertaken by NEPTS staff using WHCCG eligibility criteria. If you are not eligible for NEPTS then other options for consideration would be public transport, transport provided by a voluntary organisation and if affordability is an issue for you, financial assistance may be available via the Healthcare Travel Cost Scheme.

### Help with travel costs

If you are referred to hospital or other NHS premises for NHS specialist treatment or diagnostic tests by your doctor, dentist or other health professional, you may be able to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme (HTCS).

To find out if you eligible to claim please visit

[www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx](http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx)

### IMPORTANT NOTE REGARDING Royal Bournemouth and Christchurch Hospitals (RBCH):

- For patients attending RBCH only bookings for NEPTS for both first referrals and follow up appointments can be made and should be requested by the patient/carer/representative by contacting the SCAS NEPTS contact centre on: 0300 123 9992
- Patients requiring transport to RBCH for follow up appointments should be informed that this is patient led and that they will need to book this transport



## How to access the NEPTS service

You can make a journey request by calling our contact centre on **0300 123 9833** and speaking to a member of the NEPTS team who will check your eligibility.

All patients will be assessed against strict eligibility criteria and guided through a series of questions to determine eligibility.

- Booking requests can be made Monday – Friday 9am-5pm. Excluding bank holidays
- First time referrals will only be accepted, any subsequent journeys must be placed by the clinician responsible for your treatment

## You will need to have the following information with you in order to make a NEPTS booking:

- Name
- NHS number
- Date of Birth
- Home address and contact phone number
- GP practice
- Mobility and care requirements
- Relevant health issues
- Care package details
- Home access information including key codes
- Date and time of travel required
- 'From' and 'to' destinations, including specific clinic details

**NEPTS is not available to patients attending a primary care service such as a routine GP appointment, a non NHS service or a service outside of England, Scotland and Wales.**

## Keeping you informed about your journey

SCAS will send you the following SMS Text notifications (or voice message to your land line if you don't have a mobile phone) once your journey has been booked:

- Reminder of your journey will be sent to you between 24 and 48 hours in advance of your journey.
- They will also send a message when your vehicle is on route
- Should you no longer require your transport please contact them on **0300 790 0143** to cancel your transport

SCAS value feedback from all patients who use their NEPTS service.

As well as having paper survey forms and freepost envelopes on their vehicles, you can also use their online PTS Patient Experience Survey to leave feedback at any time. You can access the survey here: [www.scas.nhs.uk/pts-patientexperience](http://www.scas.nhs.uk/pts-patientexperience)

If you would like to receive this document in large print, braille, audio tape, or in an alternative language, please contact them. For further information visit the website.