

Not eligible for transport

If you are not eligible to use the service then you will need to make your own way to hospital.

Our call centre will be able to provide you with further information on the options that may be available to you.

Please call 0345 600 6068*

Patient transport is a vital resource for those who need it and it should not be seen as an alternative to a taxi or as a means of avoiding the inconvenience or cost of parking.

The Patient Advice and Liaison Service (PALS) at your local hospital may also be able to provide advice; this includes information on the Healthcare Travel Costs Scheme which may be able to help if you are unable to afford the cost of travelling to and from a hospital appointment.

Information relating to transport in your area can be found on your local council website.

You can share your experiences of health and care in your area with your local Healthwatch or Well Aware.

www.healthwatch.co.uk - 0300 068 300*
www.wellaware.org.uk - 080808 5252***

*Calls to these numbers will be treated as a call to a local number, including calls from mobile phones.

**Calls to these numbers are free from most landlines; calls from a mobile phone will cost more.
If you supply us with a telephone number, we may use this number to provide SMS (text message) reminders about your journeys with us. If you do not wish us to do this, please tell us by calling our booking line.

**This leaflet can be made available in different languages and formats.
If you require this, please contact arrivatransportsolutions@arriva.co.uk.**



Feedback and queries

If you have an enquiry about your eligibility to use patient transport please contact your local NHS Patient Advice and Liaison Service who will be able to direct your enquiry. We welcome your feedback on the service we provide. If you would like to raise any compliments, concerns or complaints about our service then you can contact us by phone, email or post using the details below.

Telephone
0345 600 6068*

Email
patientexperience@arriva.co.uk

Arriva Transport Solutions
Freepost ANG 7624
Luton LU4 8BR



Working on behalf of your local NHS

Non-Emergency Patient Transport

0345 600 6068
Patient information leaflet



Non-Emergency Patient Transport Service

Arriva Transport Solutions is the provider of non-emergency patient transport services for patients who are registered with a GP in Bath and North East Somerset (BANES), Gloucestershire, Swindon and Wiltshire.

We provide this service when you need to attend an NHS-funded appointment at a hospital or clinic, are discharged from hospital or need to transfer between centres and, because of your medical condition, you cannot make your own way.

The Department of Health says that patient transport services should only be provided to those people who have a specific and confirmed medical need. For this reason, we assess your entitlement on behalf of the NHS for every new transport booking. Your eligibility may change depending on your condition and medical needs at the time each booking is made.

How to book a patient transport journey with Arriva Transport Solutions

If you are leaving hospital after treatment as an inpatient, your transport will be booked by the NHS staff who are managing your care.

If you are travelling for a scheduled appointment or a planned admission to hospital, you may need to book your own transport. You should check with the department that organised your appointment to find out whether transport has been arranged on your behalf. If it has, you do not need to take any further action.

If you need to book your own transport, or you are a relative or carer booking transport on behalf of a patient, please call our 24-hour booking line: **0345 600 6068***.

An Arriva call handler will assess whether you are eligible to use patient transport by asking you a few simple questions about your medical condition and mobility needs. Your answers to these questions will determine whether you are eligible.

You will need to have the following information to hand:

- Date of Birth (DOB)
- Your NHS number
- Full address with postcode
- Your mobility needs – are you in a wheelchair for example?
- The date, time and destination of your journey
- Whether there are any access restrictions at your home address, such as steps or stairs

Once your transport is booked, you will be given a booking reference number.

If your appointment changes or is cancelled, and you have booked transport with us yourself, it is your responsibility to cancel it if you no longer require it – otherwise we will still attempt to collect you and the NHS will incur a cost.

When the hospital or clinic books your transport

If the hospital or clinic books your transport, they will go through the same process on your behalf. The person booking your journey will be asked the same questions about your medical condition and mobility needs. If your appointment is changed or cancelled, and the hospital has booked transport on your behalf, it is their responsibility to notify us.

Your return journeys

When your appointment or treatment has finished and you are ready to return home, please ask a member of hospital staff to notify Arriva that you are ready to be collected. Upon notification, we will send a suitable vehicle to complete your journey.

For most journeys, we aim to collect you within an hour from the time we are told you are ready. The waiting time will usually be longer if the booking is made on the same day that you are travelling (for example, if you are being discharged after inpatient treatment).

If you move to another part of the hospital after we have been asked to collect you, please make sure that a member of hospital staff notifies us of your whereabouts.

What to expect from Arriva Transport Solutions

We aim to call you before we come to collect you, to confirm the booked arrangements. Where we have a mobile telephone number we will also send an SMS (text message) reminder.

We will collect you from inside your home and accompany you to the part of the hospital where we have been asked to drop you off. Our staff are trained to provide assistance to you during the journey, if you require it. If we are significantly delayed, we will tell your clinic or department to ensure they know about the delay and are still able to see you. We will also call you to tell you about any significant delay if we have a contact number.

Before beginning the journey, we will make sure that you have your keys to get back in when you return and that your home is securely locked. If you have your appointment letter you should bring this

with you. If you take any medication you should bring it with you in case you have not returned home by the time the next dose is due. You should also consider bringing a snack and a drink, especially if you are diabetic.

When we take you home after treatment we will make sure that you are safely back indoors before we leave you.

Friends or relatives who wish to travel with you

We cannot offer space for a companion for every patient because this means there may not be space for other eligible patients. Therefore we will only accept bookings for escorts or companions in certain circumstances and any request will be assessed as part of the eligibility process at the start of the booking.

Patients under the age of 18 should always travel with a relative or carer. Approval for all other companions will be based on medical need.

Finding out more about your journey

You will be collected in good time to ensure you reach your appointment punctually, so it is important that you are ready. If you are worried that Arriva has not arrived on time you can call us and our staff will tell you approximately how long it will be before you are collected.

You can also use this telephone number for other enquiries you may have about patient transport.

For all enquiries call **0345 600 6068***.

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