



Patient transport services

Booking NHS transport to get you to your appointment



0333 240 4082



working together – a healthier Richmond for everyone

What are patient transport services?

Patient transport services (PTS) are provided for those patients whose medical condition means that they cannot get to their appointment in any other way.

Criteria are applied to all transport requests to make sure that each request is considered fairly and consistently, and transport is available for those who are assessed to have a medical need for transport.

The service provides a range of vehicle types and levels of care appropriate to a patient's individual medical need to ensure the patient travels as safely and as comfortably as possible to their appointment.

How do I find out if I am eligible for PTS?

Following confirmation of your healthcare appointment, you will need to contact ERS Medical on the number below to find out if you are eligible for PTS.

Tel: 0333 240 4082*
(Monday to Friday
8.00am to 4.00pm)

*charged at local call rate

Some hospitals have their own eligibility criteria and assessment process for patient transport. The contact details can be found on the appointment letter from the hospital however if you are unsure please contact ERS Medical and they will be able to re-direct your call.

All patients will be assessed on their suitability for PTS using a short and simple series of questions when booking. The questions will cover a patient's fitness, mobility, senses, mental function and general health. The eligibility criteria are based on the following questions:

- Does the patient need skilled assistance to transfer them to and from a vehicle?
- Does the patient have a disability or condition that makes it difficult or undesirable to travel by alternative transport?



- Does the patient have a condition where there is a reasonable possibility of an event needing skilled assistance happening when travelling?
- Does the patient have a disability that could cause a risk or embarrassment to themselves or others if travelling by alternative transport?

If you are eligible the advisor will then arrange a booking including your return journey home.

When calling please have the following information to hand:

- Your NHS number
- Your date of birth
- Name of your GP practice and postcode
- Your appointment details eg date, time and location

Please be aware that the transport may be collecting other patients and you will need to be ready 1-2 hours before your appointment time.

Can a friend or relative travel with me as an escort?

Only parents and carers of patients who have been assessed as vulnerable can travel on NHS transport. Although we recognise other patients would like the support of family and friends with them on their journey, places taken up in this way mean that other patients with a medical need cannot be transported.



Patients NOT eligible for PTS are those who:

- Have their own transport or a friend/relative that could help out.
- Could get to hospital without using PTS if their appointment time/date was changed.
- Can use public transport.

If you are in doubt, please contact ERS Medical on 0333 240 4082.

Escorts have to be booked as it is likely that you will be travelling with other patients (where appropriate). For this reason, any escort wishing to travel with a patient who has not been assessed as needing an escort or has not pre-booked, is likely to be refused travel by the driver.



If I'm not eligible for PTS, what are the alternatives?

- There are a number of community transport services available in the borough of Richmond for local residents and contact details can be found on the back page of this leaflet.
- Public transport, for information on times and routes contact Transport for London on **0343 222 1234** or visit **www.tfl.gov.uk**
- If you receive qualifying benefits or you're on a low income or you are not eligible for PTS and have sourced alternative transport you may be able to get financial help with travel costs from the Healthcare Travel Costs Scheme.

For more information
Tel: **0300 330 1343**.

Please note: there is no reimbursement for private taxis.

What happens if my travel arrangements need changing or cancelling?

If you need to change your booking for any reason please call ERS Medical or the hospital transport provider as soon as possible on **0333 240 4082** to ensure that we do not undertake an unnecessary journey.

Out of hours – please leave a message stating your name, clinic appointment date and contact details. We will return your call the next working day.



Making a comment, suggestion or complaint

Please contact the Patient Advice and Liaison Service (PALS) at Richmond Clinical Commissioning Group on **020 8734 3001** or **ricccg.richmond pals@nhs.net** or in writing at:

Richmond Clinical Commissioning Group
1st floor, Civic Centre,
44 York Street,
Twickenham TW1 3BZ

Local transport alternatives:

Please note that you will need to be registered with one of the community support groups below before you can access their services.



FISH Tel: 020 8876 3335	www.fishhelp.org.uk info@fishhelp.org.uk	Anyone in need in Barnes, Mortlake and East Sheen.
Whitton Network Tel: 020 8755 1336	www.acbe.co.uk/ncg/whitton whittonnetwork@btconnect.com	Anyone in need in Whitton and Heathfield
Greenwood Centre Tel: 020 8979 9662	www.greenwoodcentre.co.uk vcg@greenwoodcentre.co.uk	Anyone in need in Hampton or Hampton Hill
Ham and Petersham SOS Tel: 020 8948 1090	www.hamandpetershamsos.co.uk enquiries@hamandpetershamsos.co.uk	Anyone in need in Ham or Petersham
Richmond Good Neighbours Tel: 020 8332 9741	www.richmondgoodneighbours.org.uk help@RichmondGoodNeighbours.org.uk	Anyone in need in Richmond
Hands	www.handscaregroup.org.uk handscaregroup@btconnect.com	Anyone in need in St Margaret's and Twickenham
Tedcare	www.tedcare.org.uk office@tedcare.org.uk	Anyone in need in Teddington and Hampton Wick