NHS
Yorkshire
Ambulance Service
NHS Trust

Patient Transport Service

Patient Information

Yorkshire Ambulance Service NHS Trust provides NHS-funded transport for eligible people who are unable to travel by other means due to their medical condition, and who need to attend hospital outpatient clinics and community-based care, are being discharged from hospital or need regular treatment such as chemotherapy or renal dialysis.

Am I entitled to NHS-funded transport?

Eligibility for NHS-funded transport is based on criteria set by the Department of Health and Social Care. Eligible patients are those:

- whose medical condition is such that they require the skills or support of Patient Transport Service (PTS) staff on/after the journey and/or where it would be detrimental to their condition or recovery if they were to travel by other means
- whose medical condition impacts on their mobility to such an extent that they would be unable to access healthcare and/or it would be detrimental to their condition or recovery to travel by other means
- recognised as a parent or guardian where children are being transported.

How do I request transport?

Please contact our reservations team on **0300 330 2000** between the hours of 08:00 and 18:00 to request transport. Your healthcare provider can also book transport on your behalf, speak to them about this directly. We will ask a series of questions to assess your eligibility. The same questions will be asked if you book your own transport or if transport is arranged on your behalf. Our reservations team will ask about your medical needs, your mobility and your general transport arrangements. **The possible outcomes are:**

You will be eligible for transport and a booking will be arranged.
or
You are eligible for transport but you decide to make alternative arrangements.
or
You are not eligible for transport and will need to make alternative arrangements.

Each request for transport will be assessed independently, even if you have received transport with us in the past, you may not be eligible for future journeys unless your circumstances change. On the other hand, if you weren't eligible in the past, this will not impact on future requests.

Please only book a journey that is necessary; if you are able to travel with a friend or family member, or can make use of public transport, please do so.

What if I am not eligible for transport? How do I get to my appointment?

There are lots of alternative transport options available to ensure that you can attend your hospital appointments. These include local park and ride schemes, community transport, public transport, and volunteer car schemes which often only require you to cover the cost of the driver's expenses.

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We can also provide contact details for a number of taxi providers or private ambulance companies that have been quality-assured by our expert team. Details of these options are available online **(www.yas.nhs.uk)** or by calling 0333 130 0529. In some circumstances you may be able to claim for help with health costs. Contact the **'Help with Health Costs'** enquiry line on 0300 330 1343 for more information.

What do I do if I disagree with the decision regarding my eligibility?

Please contact our reservations team by telephone on **0300 330 2000** and ask for details of the appeal process.

Will I receive a reminder of my transport booking?

Yes. If you provide us with a telephone number when making your booking we will call and/or send a text message 24 hours prior to your transportation date.

On the day of your transport you will either receive a text or a telephone call from one of our drivers when they are on their way to collect you.

Who will collect me to take me to or from my appointment?

Our fully trained drivers will collect you from where you live. This could either be:

- a Yorkshire Ambulance Service employee (wearing green trousers and a green shirt) in an ambulance
- a Yorkshire Ambulance Service employee (wearing green trousers and a green shirt) in a car with our logo on the side
- one of our volunteers in their own car (wearing a Yorkshire Ambulance Service polo shirt)
- one of our partner providers (wearing their own company uniform) in an ambulance
- a quality-assured taxi driver in a taxi car or minibus.

The type of vehicle and the number of crew members that are booked for you will depend on your medical and mobility needs.

Everyone working for or on behalf of YAS will identify themselves appropriately and carry identification (ID), please feel free to ask to see this.

How soon before my appointment time will I be collected?

We aim to collect you no more than two hours prior to your appointment. If you live a long way from your destination, or are travelling outside of Yorkshire, this may be longer.

What will my journey look like?

You may travel on your own or with other patients. This will depend on the demand being placed on the service at the time. As a result, your journey length and the route you take to your destination may vary.

What should I take with me on the journey?

When you are travelling to a hospital or treatment centre appointment, please take:

- your appointment card or referral letter – this will help our driver to ensure you reach the right place
- any current medication and medical appliances you need for the day
- your house keys
- money for refreshments, or food/drink if you need these for medical reasons
- your overnight bag if you are being admitted to hospital.

Can someone travel with me?

You may request that somebody escorts you if there is a medical need to do so. They must be pre-booked. Assistance dogs may also travel with you but they must be pre-booked. Unfortunately Yorkshire Ambulance Service cannot provide an escort.

I use oxygen at home. Can I travel with it?

If you require the use of oxygen on the journey you must inform us when you book your transport as this will determine the type of vehicle we use.

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Can I take my own mobility aids i.e. wheelchair?
Yes, you can bring your own mobility aids on board but you must inform us when you book your transport as it will affect the type of vehicle that is allocated to you.

Where do I go when I arrive at the hospital?
Our drivers will accompany you into the hospital or clinic and will help you to the relevant waiting area.

How do I arrange my return journey home?
When you make your transport booking you will be asked if you need a return journey. If you do, the booking system will estimate your collection time.

After your appointment, report to the Patient Reception Centre in the hospital or ask the healthcare staff at your destination to ensure you are marked as ready to travel.

Don't worry if your appointment takes more or less time than planned, your return journey is only finalised when you are marked as ready to travel.

Please only book a journey that is necessary; if you are able to travel with a friend or family member, or can make use of public transport for the return journey, please do so.

Where do I wait when I'm ready to go home?
When you have ensured that you are marked as 'ready', wait in the area you have been advised. This will usually be the Patient Reception Centre if your hospital has one. If not, it is likely to be the waiting area for the ward or clinic that you have been visiting or the place where you were dropped off. Our drivers will collect you for your journey home.

Can I be dropped off elsewhere on my way home?
No. We are only authorised to transport you between your home and the relevant hospital or treatment centre.

I no longer need transport, how do I cancel my booking?
Please tell us as soon as possible by calling our reservations team on **0300 330 2000**. A 24 hour answering service is also available. Please leave your name and contact telephone number as well as your booking reference number or appointment date for transport if you have one.

What if my hospital appointment is changed or cancelled?
You will need to ensure that you change your transport booking so that an unnecessary journey isn't made.

Can I find out more about my journey?
Patient Zone is an online portal designed to allow patients, or their advocates, to view, manage and track their transport bookings.

Patient Zone is free and easy to use and is available on PCs, tablets, and smartphones, allowing you to:

- see current, future and past journeys
- check the details of planned journeys, including the type of vehicle booked for you and whether an escort has been registered
- use your smartphone to book yourself as 'ready' when you are able to make your journey home
- track your allocated vehicle on a real-time map, showing the route taken and the details of the vehicle that will arrive
- hold conversations with staff in the communications centres via instant messenger (IM) to discuss any queries
- cancel transport bookings that are no longer required.

At present, patients are unable to make bookings using Patient Zone.

If you have any queries relating to Patient Zone, or if you would like to use the portal, please email: yas.patientzone@nhs.net or call: 01924 584222.

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Callers with hearing or speech difficulties can contact us on **0300 330 2000** using the Next Generation Text (NGT) service **www.ngts.org.uk** (Next Generation Text has replaced Text Relay, also known as TextDirect and Typetalk.)

If you would prefer this document in another format, such as another language, large print, Braille or audio file, please contact our Corporate Communications department, telephone: 01924 584035.

At Yorkshire Ambulance Service we are always happy to hear from our patients or their relatives or friends about their experiences. For all enquiries relating to NHS-funded transport or for further information about how we use your personal information, please telephone **0333 130 0549** or e-mail **yas.patientrelations@nhs.net**

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