



# Non-Emergency Patient Transport Service (NEPTS) in Surrey

## What's changing from April 2017?

Version: January 2017

# THE NEPTS SERVICE SUMMARY

From 1 April 2017 South Central Ambulance Service NHS Foundation Trust (SCAS) will be providing the NEPTS service for all patients who are registered with a GP in one of the following Clinical Commissioning Group (CCG) areas: East Surrey, Guildford & Waverley, North East Hants & Farnham, North West Surrey, Surrey Heath, and Hounslow (only for Hounslow patients requiring transport to or from Surrey Hospitals).

NEPTS provides transport for patients who have a medical reason that means they are not able to travel for treatment by another method. It includes the following journeys:

- ➔ To a planned outpatient appointment
- ➔ To hospital for a planned admission
- ➔ Home from hospital following your discharge
- ➔ Home to the Surrey area from hospitals in other areas of the country

As resources are limited and are focused on the patients with most need, there are eligibility criteria that must be met in order to access the service.



# WHAT'S CHANGING ON 1 APRIL 2017?

We will be introducing a number of changes to the service from 1 April 2017.

## Making bookings

You can book your transport:

- ➔ Online 24/7 through the **NEPTS Patient Zone** (see the 'Managing your NEPTS booking' section), or
- ➔ By calling the Central Booking Line on **0300 123 9840** between 08:00 and 18:00, Monday to Friday

Healthcare professionals at your GP surgery or clinic can book your transport via our online booking portal 24 hours per day, 7 days per week, 365 days a year

**Please note:** your first NEPTS journey must be booked by a healthcare professional or by calling the Central Booking Line. You can then use **NEPTS Patient Zone** to book subsequent journeys, manage your bookings and check your journey status

If you are hearing-impaired and use a service such as **Typetalk**, you can call the Central Booking Line through them, and we will process your booking as usual.

### Journey operating times

Monday - Saturday

06:00 - 23:59

Sundays and Bank Holidays

06:00 - 23:00



## Keeping you informed about your journey

When you book your journey you can request the following SMS Text notifications (or voice message to your landline if you don't have a mobile phone) to be sent to you:

- ➔ Confirmation of your journey, to be sent to you between 24 and 48 hours in advance of your journey
- ➔ A message to tell you that your vehicle is on the way

## Managing your NEPTS booking

Once you have made your first booking, you will be able to access our **Patient Zone**, an online portal where you can manage your booking, via any internet enabled device. There you can check your journey status and cancel your booking if you no longer require it.

You will need your NHS number and date of birth. You can find the NEPTS Patient Zone at [www.scas.nhs.uk/nepts](http://www.scas.nhs.uk/nepts) in the 'Manage my booking online' section, or by going direct to <https://managemybooking.scas.nhs.uk/patientzone>

## WHO IS ELIGIBLE FOR NEPTS?

The NEPTS service is only available to eligible patients. You are considered eligible if:

- ➔ Your medical condition is such that you require the skills and support of NEPTS staff during or after your journey, and/or it would be detrimental to your condition or recovery to travel by other means
- ➔ Your medical condition affects your mobility to such an extent that you would be unable to access healthcare and/or it would be detrimental to your condition or recovery to travel by other means

You may also travel if you are the recognised parent or guardian of a child being transported by NEPTS.

You are not eligible if:

- ➔ You are attending a primary care service, such as a routine GP or health centre appointment
- ➔ You are not an NHS patient
- ➔ You require transport outside England, Scotland and Wales

### What are my options if I am not eligible?

If you are ineligible for NEPTS we will direct you to the local council who have details of alternative transport options in your local area, such as voluntary transport groups, private taxis or public transport. The Healthcare Travel Costs Scheme may also provide help with the cost of fares: see [www.nhs.uk/nhsengland/healthcosts/pages/travelcosts.aspx](http://www.nhs.uk/nhsengland/healthcosts/pages/travelcosts.aspx)

# HOW TO ACCESS THE NEPTS SERVICE

You can book a NEPTS journey online at the Patient Zone, by calling our contact centre on **0300 123 9840** and speaking to a staff member who will check your eligibility, or by getting a healthcare professional at your GP surgery or clinic to make a booking for you using our online system.

## **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 if applicable
- Date and time of travel required
- 'From' and 'to' destinations, including specific clinic details if appropriate.

The person taking your booking will ask a series of questions to assess whether you are eligible to use the service.

## What are my responsibilities?

In order for us to provide an efficient and timely service to all our patients we ask that you please:

- Make sure that you are ready on time so that there are no unnecessary delays when we collect you
- Answer all questions relating to the eligibility criteria as accurately as possible and make sure that you have your NHS number to hand (this is often shown on your appointment letter, or is available from your GP)
- Make us aware as soon as possible if your appointment is cancelled, you no longer require your transport or you need to amend your booking in any way

## WHERE TO GET MORE INFORMATION

You can access all the latest information on the NEPTS service on our website at [www.scas.nhs.uk/nepts](http://www.scas.nhs.uk/nepts), and you can contact us by email at [PTSSurreyQ&A@scas.nhs.uk](mailto:PTSSurreyQ&A@scas.nhs.uk)

We value feedback from all patients who use our NEPTS service. Paper survey forms and freepost envelopes are available on our vehicles, or you can also use our online NEPTS Patient Experience Survey at [www.scas.nhs.uk/pts-patientexperience](http://www.scas.nhs.uk/pts-patientexperience)

You can also feedback your experiences directly to the CCG via email at [patienttransportfeedback@nwsurreyccg.nhs.uk](mailto:patienttransportfeedback@nwsurreyccg.nhs.uk)

**If you would like to receive this document in large print, braille, audio tape, or in an alternative language, please contact us.**

Proud to be caring for you!

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