

You will not automatically have transport for each follow up appointment. Your needs will be assessed each time when booking your transport.

If you are an **inpatient being discharged from hospital** you will be advised when transport will be available to take you home. To qualify for transport you must be eligible, you will be assessed for this on the ward by your nurse. You should expect to be collected no later than 2 hours from your scheduled time.

What other ways are there to help with transport?

The Patient Transport Service (PTS) and the Healthcare travel Cost Scheme

(HTCS) are both schemes governed by the department of health and funded by the local Care commissioning Group (CCG).

Your local GP surgery may have lists of community and voluntary car schemes that may be able to help.

What if I am not happy about the decision that has been made?

If you feel you have a medical need but have been declined free transport you should, in the case of the first appointment, contact your GP. Once a course of treatment has commenced you should raise the issue with the clinician treating you.

If you are an inpatient and you are not happy with the decision, have a member of staff contact the following people overleaf.

Contact details

For further help and advice please contact the Patient Transport Co-ordinators:

Royal Surrey County Hospital
Egerton Rd, Guildford, Surrey, GU2 7XX

Telephone: 01483 571122

Website: www.royalsurrey.nhs.uk

Royal Surrey County Hospital (RSCH) NHS Foundation Trust fully subscribes to the National Patient Safety Agency (NPSA) *Being Open* best practice framework, November 2010.

PALS and Advocacy contact details

Contact details of independent advocacy services can be provided by our Patient Advice and Liaison Service (PALS) who are located in far left corner as you enter the main reception area. PALS are also your first point of contact for health related issues, questions or concerns surrounding RSCH patient services.

Telephone: 01483 402757

Email: rsc-tr.pals@nhs.net

Opening hours: 9.00am–4.00pm
Monday to Friday

If you would like information documents in large print, on tape or in another language or form please contact PALS.

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Patient information leaflet

Patient Transport Service



Patient Services

The cost of providing transport is a major factor within NHS finances and we ask that you try and organise your visit to and from hospital.

Who can use the Patient Transport Service?

The Patient Transport Service (PTS) is only provided for patients who have a medical need; your need is assessed by Surrey County Council booking centre.

To be eligible for free PTS transport to hospital you **must** have a medical need.

This typically means:

- You need prescribed oxygen to help you breathe.
- You need intravenous (IV) support.
- You can only be moved by stretcher.
- You depend upon medical equipment or aids that cannot fit within a bus or taxi.
- The treatment you are receiving leaves you so debilitated that you cannot use a car, bus or taxi.
- Your illness, condition or disability makes it difficult or impossible to be conveyed by alternative transport.
- You require the skills of a qualified assistant on the journey.

You cannot use PTS if:

- You do not have a medical need
- You are visiting your GP surgery, dentist pharmacist or optician.

Can I bring someone with me?

You can only bring someone with you if this has been pre-authorised and -

- You are under 16 years old.
- Your condition requires constant attention of an escort throughout your journey.
- You have difficulty in communicating, e.g. hard of hearing, have a speech difficulty or are partially sighted or blind and need the assistance of a guide dog.
- You have a condition that prevents you from travelling unaccompanied e.g. Alzheimer's or dementia.

How do I book my hospital transport?

If you believe you have a medical need and require the use of PTS, in order to attend your hospital appointment. You will need to call the Surrey County Council booking line on **0300 123 1787**. Where you will be asked questions in order to check your eligibility. You will need to call this number to book every appointment.

It is acceptable to ask another person to do this for you.

If you live outside of the Surrey catchment area, 24-48 hour notice is needed which allows your transport company to gain approval from your relevant CCG (council)

If I am not eligible for PTS can I claim the cost of travelling to my hospital appointment?

The Health Travel Costs Scheme (HTCS) may be able to provide financial help. As

with PTS there are very strict rules to ensure only patients eligible for help can claim travel costs for a hospital appointment. You must be receiving:

- Income Based Job Seekers Allowance.
- Pension Credit – Guarantee Credit
- Working Tax Credit
- Or be in receipt of an HC2 or HC3 certificate (low income Support Scheme)

For further information please see Dept. of Health Website www.dh.gov.uk and type HTCS in the search option.

How do I claim re-imbusement of travel costs?

The amount of reimbursement is based on the most reasonable and cheapest form of public transport available, and will nearly always be the equivalent of a bus fare. To claim you will need evidence that you meet the above criteria and have evidence of your attendance at the hospital. Claims are processed at the hospital Cash Office which is situated on Level B near to the main notice board. You will normally be paid cash.

When would I be collected by the transport service?

If you have an **Outpatient appointment**, you will need to be ready 90 minutes before appointment time, so that you arrive promptly for your appointment. Your return journey should take place no later than 1 hour after your scheduled time.