

NHS funded patient transport

A guide for patients

What is the Patient Transport Service?

The Patient Transport Service is for patients who are unable to get to their appointments because they have a medical need for special transport.

To be eligible for the service, you must need support or assistance during the journey to your healthcare appointment.

Who can use the Patient Transport Service?

To use the service one or more of the following must apply to you:

- Mobility** How well you are able to move around
- Protection** For yourself and others
- Treatment** If you require monitoring or treatment during the journey

I think I might be eligible. What should I do now?

You should contact the transport office on: **01752 763511**.

They will ask you some questions to confirm that you are eligible for the service.

I'm not eligible for the patient transport service. Can I claim help with my travel costs?

If you receive income related benefits or if you have a low income, you may be eligible to have all or some of your travel costs refunded. Please refer to the *Help with Travel Costs leaflet*, our website www.plymouthhospitals.nhs.uk, or the Health Costs Advice line on 0845 850 1166 for more details.

There are also special arrangements for most patients who have to attend the hospital more than three times a week for ongoing treatment. Please either contact the **Cashiers Office**

on (01752) 792180 or you can visit them on **Level 07, Derriford Hospital** or a member of staff where your appointment is, for more information.

I live in an area where I can't access public transport easily. Are there any options for me?

There are transport schemes available that can arrange for a driver to pick you up and take you home, there is a charge for these services.

One such scheme is Transport Access People (TAP), who can be contacted on 0845 0539 100.

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We want to make sure that patients who have a medical need for NHS funded transport receive a fair and consistent service from us. That's why we are ensuring our eligibility criteria are in line with the national guidelines that inform eligibility criteria across the rest of the country.

Although this means we will be able to provide a more consistent service, some patients might find that they no longer qualify for the NHS funded transport that they previously received.

Please see our website for more details:
www.plymouthhospitals.nhs.uk