

What happens if I live outside the West Midlands area?

You will need to contact your local NHS Clinical Commissioning Group (CCG) who will advise you on what you need to do. You can get your CCG's contact details from your GP surgery.

Can I bring an escort (carer, friend or family member) with me?

Transport can only be provided to an escort, where they have particular skills and/or offer support that you need. Any requests for an escort to travel with a patient must be discussed and agreed with the booking office.

I already have regular transport scheduled, do I need to do anything?

You need to ensure you rebook every 6 months, in order to maintain your regular transport arrangements. If you have recently been discharged from hospital, please call the booking office to reactivate your regular booking.

What can I expect from the service?

Your time spent on the vehicle will be kept to a minimum; we aim to ensure 95% of patients spend no more than 60 minutes onboard for journeys that are less than 15 miles. We aim to collect you, following your appointment, within 30 minutes of your scheduled collection time.

If I have problems/queries about my transport who can I get in touch with?

Please contact the booking office on 0800 035 6511 (from 01 May 2017). You can also call West Midlands Ambulance's patient experience team on 01384 246370 or email them at:

pals@wmas.nhs.uk

I am on a low income - is there support for me?

If you are not eligible for free transport, but you are on a low income, you may qualify for assistance towards the cost of travelling to and from healthcare services. Information on the Healthcare Travel Costs Scheme is available on www.nhs.uk or from your GP surgery.

What if my circumstances change?

You can discuss any change in your circumstances when booking transport, which staff can check against the eligibility criteria and advise you if you are eligible for transport. Please call **0121 307 9118** if your circumstances change after your booking is approved.

Complaints and compliments:

Email: pals@wmas.nhs.uk

Phone: 01384 246 370

Address: WMAS Patient Experience Team
West Midlands Ambulance Service
NHS Foundation Trust
Millennium Point Waterfront
Business Park Waterfront Way
Brierley Hill
West Midlands
DY5 1LX

Useful telephone numbers:

NEW patient booking number: **0800 035 6511**

Patient transport enquires: **0121 307 9188**



Non-emergency patient transport

All you need to know about the new service, starting 1 May 2017.



What you need to know about the new non-emergency patient transport service.

From 1 May 2017, West Midlands Ambulance Service NHS Foundation Trust will be providing a new non-emergency patient transport service.

What is non-emergency patient transport?

Non-emergency patient transport is a free transport service, which is only provided to patients who have a specific medical need and are attending healthcare services.

It is your responsibility to make your own way to and from healthcare services, unless there is a medical reason why you cannot use private or public transport.

This includes: walking, cycling, bus, train, taxi or community/voluntary transport schemes; use of mobility cars, lifts from family, carers, neighbours or other support networks; or a combination of these.

A non-emergency patient is someone who has a medical need for patient transport, but does not require an emergency or immediate response. To make a booking please call **0800 035 6511**.

How is transport arranged?

You will be responsible for booking your own transport, or you can ask a family member, carer or friend to do it on your behalf.

When booking, the following information will be requested:

- **Name**
- **Date of birth**
- **NHS number**

- **Pick-up address (including postcode)**
- **GP name and practice address**
- **Date, time and location of your appointment**

The telephone booking line is available 24 hours a day, 7 days a week. If you require an interpreter, this can be arranged during the booking process.

Once transport is booked, what happens next?

Once the booking has been made, you do not need to take any further action.

We hope you will register for our text messaging service; this way you will receive a text confirming your booking, including any updates on the day of your journey.

Will my transport pick me up again?

Yes. All patients attending an appointment, and have transport booked with West Midlands Ambulance Service, will have a return journey booked for them at the same time.

If I need transport in the future, how will my eligibility be assessed?

Your eligibility for transport is based on your medical need and risks to your health. It also helps to identify your mobility class, determine the type of vehicle that is required and level of support required from transport staff.

Your eligibility will be checked by booking staff every time you book; this might be different to the service that you've been used to. You will be asked a series of questions when you call the booking office.

If someone is calling on your behalf, they will be required to answer the questions in order for your eligibility to be checked. If you are not eligible for free transport, you will be given details of local alternative services that may be available to you.

Key benefits of the new service:

Through the introduction of this new service we will deliver a range of improvements for patients, including:

- Central booking hub, providing travel advice for patients who apply, but are not eligible.
- Option to sign-up for real time information alerts to track the status of their NEPT journey.
- Option to provide patient feedback after each journey, via text message, or email.
- A new patient charter, which will provide information on response times and what patients can expect.
- Access to a wide range of ambulance vehicles to meet the medical needs of patients, including high dependency and bariatric patients.
- Specially trained staff to ensure patients receive the best possible care and are sympathetic to their needs