



NSL CARE SERVICES
PROVIDING NON-EMERGENCY
PATIENT TRANSPORT
WORKING IN PARTNERSHIP WITH
THE NHS IN KENT AND MEDWAY



NSL CARE SERVICES WORKING IN KENT AND MEDWAY

NSL Care Services provides non-emergency transport for patients travelling to NHS appointments in Kent and Medway.

Patient Transport Services (PTS) are provided for those patients whose medical condition means they cannot get to their appointment in any other way. PTS is a vital resource for those who need it and should not be seen as an alternative to a taxi or as a means to avoid the inconvenience or cost of parking.

It is the policy of the NHS that the Department of Health criteria are applied to all requests for transport. By using these criteria, NSL Care Services makes sure requests for transport are considered fairly and consistently, and transport is available for those people who are clinically unable to get to or from their medical appointments without it.

We provide a range of vehicle types and levels of care appropriate to individual patients' medical needs, to ensure patients travel as safely and as comfortably as possible to their appointments.

Patients NOT eligible for transport are those who:

- ↪ Have their own transport or a friend/relative that could help out
- ↪ Could get to hospital without using PTS if their appointment time/date was changed
- ↪ Can use public transport.

If I'm not eligible for PTS, what are the alternatives?

NSL staff will have information on alternatives and will be able to direct you to information about public transport options and voluntary car organisations.

How do I find out if I am eligible for transport?

By calling NSL directly on

0843 2 241 888

(Calls are charged at a local call rate. Charges from mobile phones may vary.)

Am I eligible for Patient Transport?

All patients are assessed by trained NSL staff on eligibility for Patient Transport Services using a short and simple series of questions when booking. If NSL staff are in any doubt, there are systems in place for checking eligibility of patients.

Patients' eligibility for transport may change during the course of their treatment; therefore we welcome patients who wish to check eligibility throughout their treatment programme.

If, when patients are collected, it is clear that they do not meet the eligibility criteria, NSL will be unable to accept any future bookings for that patient unless they can provide evidence that their circumstances have changed.

Eligible patients may be those who fulfil some or all of the following criteria:

- ↩ In a wheelchair and cannot transfer in and out of a vehicle without skilled assistance
- ↩ Have to travel using a stretcher
- ↩ Have been diagnosed as likely to have severe physical side effects following treatment
- ↩ Have a disability (physical or psychological) which makes them medically unfit to travel by any other means.

What happens if I do qualify for patient transport?

If you qualify for patient transport, information such as your name, address, appointment time and journey details will be collected and recorded.

Before your appointment, our staff will contact you to check:

- ↩ That you are still attending your appointment
- ↩ You still require transport
- ↩ Confirm the address where you will be picked up
- ↩ That the correct type of vehicle has been ordered for you
- ↩ An approximate time when you will be collected
- ↩ Any other queries about your transport (including difficulties accessing property).

Regular transport

Regular transport bookings can be made in certain circumstances. However, reassessments for eligibility will be made by NSL at pre-agreed intervals. Regular transport is transport for patients who are undertaking a course of treatment or receiving regular on-going care, such as renal dialysis. Reassessment not only checks eligibility, but also that the most appropriate vehicle is being provided.

Can a friend or relative travel with me?

Although we recognise patients would like the support of family and friends with them on their journey, our main priority is to transport patients with a medical need.

Escorts are permitted to travel with patients in the following circumstances when the patient:

- ✎ Is under 16 years of age (it is mandatory that an escort travels)
- ✎ Has mental health problems that prevent them travelling alone or needs constant supervision during the journey
- ✎ Is visually impaired or has communication difficulties that prevent them from travelling alone. Guide/assistance dogs are accepted with prior notice
- ✎ The patients' medical condition is such that they require constant supervision for safety
- ✎ Needs a carer to accompany them to assist them at their destination.

Normally a maximum of one escort will be permitted to travel, (who must themselves be fit to travel unassisted).

Escorts have to be booked as it is likely that you will be travelling with other patients (where appropriate). For this reason, any escort wishing to travel with a patient who has **not** been assessed as needing an escort or has not pre-booked, is likely to be refused travel by the driver.

What happens if my travel arrangements need changing or cancelling?

If you need to change your transport booking arrangement, for any reason, please inform us as soon as possible to ensure that we do not undertake an unnecessary journey.

Who do I talk to for further advice?

You can talk to your health care provider for advice on transport options, or ring us on

0843 2 241 888

(Calls are charged at a local rate. Charges from mobile phones may vary.)

For advice on eligibility criteria and more information look on our website **www.nslcareservices.co.uk**

If you require this leaflet in a different format, please contact us.