



Transport Bookings made by Healthcare Professionals North Yorkshire

Yorkshire Ambulance Service NHS Trust provides NHS-funded transport for eligible people who are unable to travel by other means due to their medical condition, and who need to attend hospital outpatient clinics and community-based care, are being discharged from hospital or need regular treatment such as chemotherapy or renal dialysis.

It is vital that the Patient Transport Service (PTS) is only used by patients who are eligible for transport due to their clinical and/or mobility needs.

How do I book a journey?

To request transport, please:

- Call our reservations team on **0300 330 2000**
- Use the online portal, Quick Book <https://ptsonline.yas.nhs.uk/ptslive/>

Quick Book can be used to book transport for your patients or to amend or cancel bookings. If you are not yet registered to use Quick Book please contact the PTS systems team by email yas.PTSystems@nhs.net or call 01924 584948.

Working in partnership with



Who is eligible for NHS-funded transport?

Eligibility for NHS-funded transport is based on criteria set by the Department of Health and Social Care. Eligible patients are those:

- Whose medical condition is such that they require the skills or support of PTS staff on/after the journey and/or where it would be detrimental to their condition or recovery if they were to travel by other means.
- Whose medical condition impacts on their mobility to such an extent that they would be unable to access healthcare and/or it would be detrimental to their condition or recovery to travel by other means.
- Recognised as a parent or guardian where children are being transported.

You will need to be able to answer these questions at the time of making a booking. If you are unable to do so, the booking will not be taken. You may wish to have the patient with you when you make a booking or encourage them to self-book.

How will you determine the patient's eligibility?

We will ask a series of questions to assess the patient's eligibility. The same questions will be asked if you book the journey on your patient's behalf or if the patient books their own transport. Our reservations team will ask about their medical needs, their mobility and their general transport arrangements, including:

- If the patient is able to use their own transport, public transport or friends and family to attend their appointment.
- How the patient normally travels to do their shopping and other general outings.
- How much support the patient requires when inside and outside of their home.
- If the patient has any sight or hearing impairment which prevents them from finding their own way to their appointment.

What if my patient is not eligible for transport?

There are lots of alternative transport options available to ensure that patients can attend their hospital appointments. These include local park and ride schemes, community transport, public transport and voluntary car schemes which often only require them to cover the cost of the driver's expenses.

We can also provide contact details for a number of taxi providers or private ambulance companies that have been quality-assured by our expert team. Details of these options are available online (www.yas.nhs.uk) or by calling 0333 130 0529.

In some circumstances patients may be able to claim for help with health costs, encourage them to contact the **'Help with Health Costs'** enquiry line on 0300 330 1343.

What is the best time of day to book transport?

Booking requests should be made as soon as it is established that a patient requires transport, please try to let us know at least 24 hours in advance where possible. This will help us to manage demand and reduce the number of patients that we are unable to transport.

Using Quick Book will reduce the time it takes to book your patient's transport, particularly during busy periods.

What other information will I need to provide when making a booking request?

The information below will be required to arrange transport:

- The patient's NHS number, full name, date of birth and home address.
- A pick-up address (if different to home address).
- A contact phone number for the patient so we can send a text to remind them – please ensure you have obtained consent for this.
- Referrer's name and contact phone number.
- Patient's GP and practice address.
- Any equipment or belongings they need with them during the journey i.e. a walking frame.
- If oxygen is required during the journey.
- Details of any escorts that the patient requires.
- Destination.
- Time of appointment or preferred arrival if being admitted.

Allocating the most appropriate transport

You will be asked questions to ensure that your patient is allocated the right type of vehicle and the right level of support during their journey.



You will also be asked whether the patient:

- Has any learning difficulties, confusion or dementia and whether they have the capacity to make decisions.
- Is considered to be bariatric.
- Has any infections that would prevent them travelling with other patients such as MRSA, recent diarrhoea and vomiting or any flu-like symptoms.
- Has a current DNACPR in place.

Specific questions regarding the patient's mobility will also be asked, for example:

- If the patient can walk from the collection address and get into a car with minimal assistance.
- If they need a carry chair (due to steps at their home).
- If they require a wheelchair.
- If they require a stretcher due to being bed-bound, or need to travel lying down or with legs straight or elevated.
- If, due to their size, mobility or difficult access at the property, they require the assistance of three or more crew members.
- Any other information relevant to their collection and transport e.g. key safe.

Please note: booking of the required transport may be delayed by up to 48 hours if a risk assessment is required for any aspect of the patient's journey.

You'll need to answer all of these questions in order to book transport. Providing accurate information will ensure your patient gets the most appropriate transport and will prevent aborted journeys.

In an emergency

If your patient is suffering from a critical or potentially critical condition, please call 999 immediately.

Managing patient expectations

Please help us to manage the expectations of patients by informing them that they may travel on their own or with other people. This will depend on the demand being placed on the service at the time. As a result, their journey length and the route they take to their destination may vary.

Our Patient Charter highlights the responsibilities of both Yorkshire Ambulance Service and patients that travel with us. This can be viewed and printed from our website www.yas.nhs.uk please share where possible.

