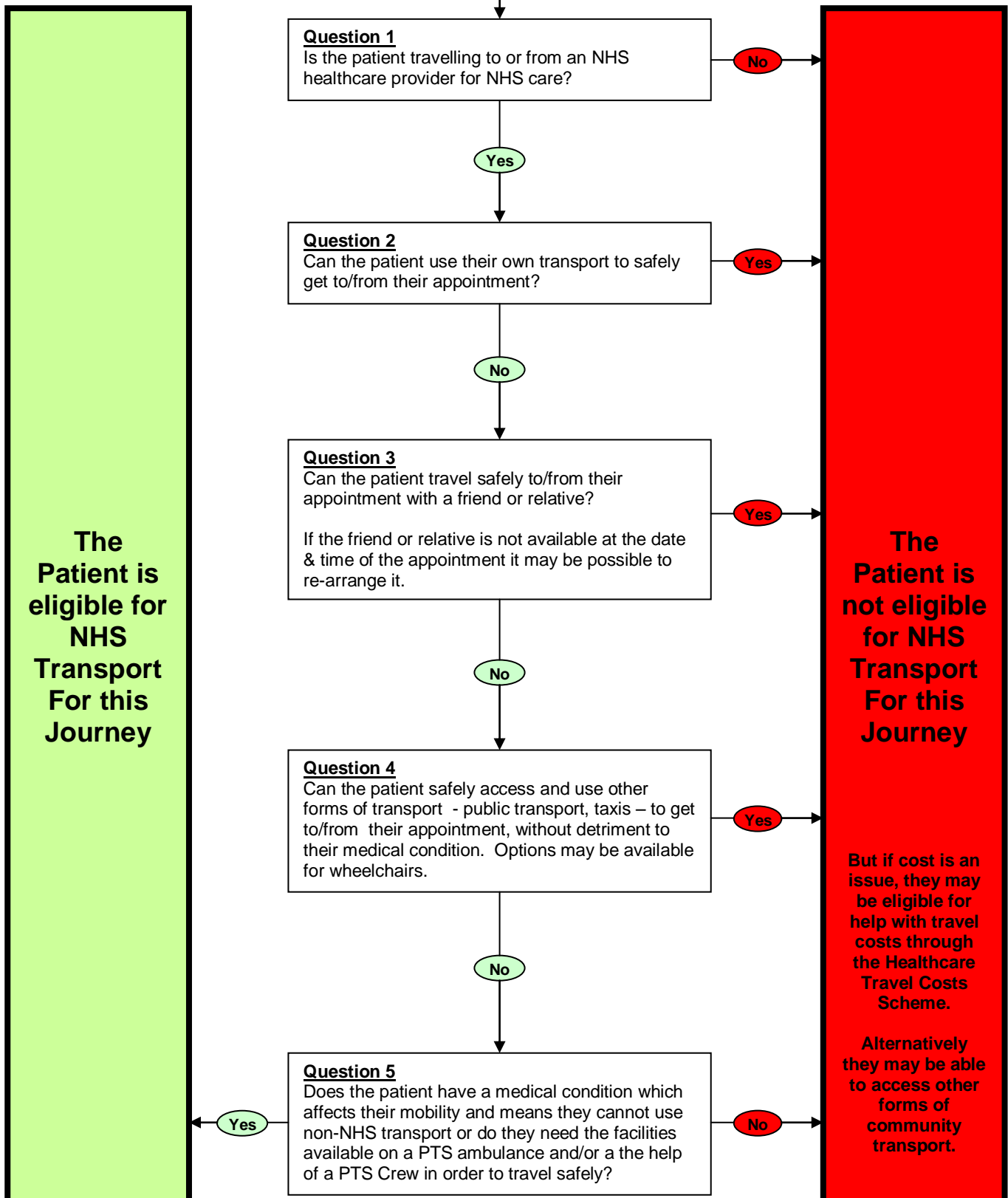


Ascertaining Eligibility for Patient Transport Services (PTS)

Opening statement:

NHS transport is an expensive resource and it is important that all alternatives are explored to enable patients to travel to or from a healthcare location by their own means, rather than using PTS. It is only provided if the patient's medical condition prevents them safely using other travel options to get to or from their appointment. Previous use of PTS isn't a guarantee that the patient will be eligible in future.



Guidance Information

Question 1

A Healthcare provider could be community, secondary or tertiary care based.

Question 2

Consideration needs to be given to the following:-

- How the patient normally gets out & about.
- The effect of treatment or diagnostics which the patient may be subjected to at the Healthcare provider and which may affect their ability to transport themselves.
- The frequency of journeys the patient has to make in a short time period, for example, if more than 3 return journeys per week.

Question 3

Consideration needs to be given to the following:-

- The frequency of journeys the patient has to make in a short time period, for example, if more than 3 return journeys per week.

Question 4

Consideration needs to be given to the following:-

- Any effect of treatment or diagnostics which the patient may be subjected to at the Healthcare provider.
- The frequency of journeys the patient has to make in a short time period, for example, if more than 3 return journeys per week.
- The complexity of the journey, if for example the patient needs to make more than one change of vehicle.
- Access to and from transport.

Question 5

Examples will be:-

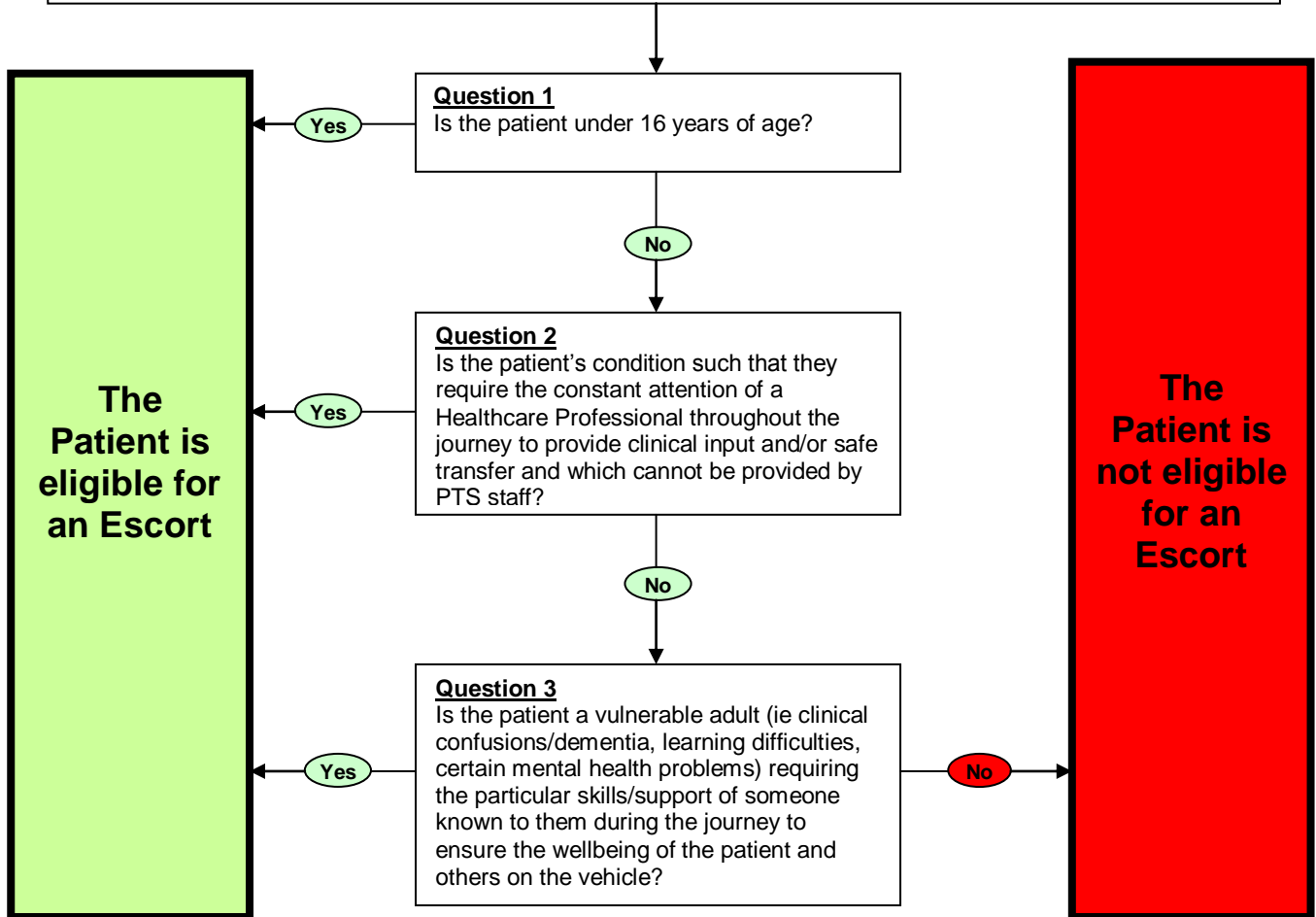
- The need to utilise on-board oxygen.
- The requirement for a stretcher, carry chair, ambulance service wheelchair or bariatric vehicle.

Ascertaining Eligibility for an Escort

Opening statement:

Once a patient's eligibility has been established, it is equally important that any request for an Escort is properly assessed to avoid inappropriate use of PTS resources.

Previous approval for an Escort isn't a guarantee that a patient will be eligible in future. In the event that the patient is admitted, it is the responsibility of the escort to make their own way home.



Question 3 Guidance

There may be cases where an Escort is not specifically required during the actual journey, but is necessary whilst the patient is at the Healthcare location to provide support. In such cases the Escort should travel independently to the Healthcare location.

Sometimes Escorts are not able to travel on their own and such cases will be considered on an exception basis provided that it is in the best interest of the patient.