

Adults, Health and Housing Commission

Paper for Information

July 2011

Introduction

The non-emergency patient transport service has been provided for many years to enable patients to travel to hospital for treatment. This is a service which is highly valued by patients and is essential for those who have medical needs or mobility issues which mean they are unable to access public transport.

It has become apparent that this service has sometimes been provided to patients who do not necessarily meet the criteria required to make them eligible for transport. So that we can provide the best possible service to patients who are eligible for transport, the PCT, GPs and hospitals will be applying eligibility criteria more effectively than has been the case in the past. This will mean that some patients will be refused transport.

Eligibility Criteria

Non emergency patient transport must be reserved only for those patients whose medical condition warrants it. The expectation is that patients are expected to make their own transport arrangements. The service must only be used by those patients who have a clinically stated medical need that prevents them using private or public transport.

Under certain circumstances patients may be accompanied by a relative or friend, however, this again will be on the basis that there is a need for such an escort and this will need to be clearly demonstrated.

Non emergency patient transport should not be provided for social or financial reasons. For those patients who do not have a medical need for ambulance transport but may require help in meeting the cost of travel to and from their care, may be entitled to financial assistance under the Hospital Travel Costs Scheme.

Patients may be re-assessed each time they request transport as their condition may have changed.

The current procedures for booking transport will remain unaltered and it is expected that the eligibility criteria will be adhered to consistently throughout the East Midlands

If a patient is not eligible for Patient Transport, information about other transport providers will be available at the place of booking (e.g. GP surgery).

Patients should contact NHS Derby City's Patient, Advice and Liaison Service regarding any appeal in relation to refusal of transport. Information about patient transport can be obtained at hospitals, GP surgeries and via the Patient Advice and Liaison team.

Conclusion

The PCT asks the committee to consider this paper and to forward any comments in relation to patient transport eligibility.