



South Central Ambulance Service **NHS**
NHS Foundation Trust

NON-EMERGENCY PATIENT TRANSPORT SERVICES IN HAMPSHIRE ARE CHANGING

From 1 October 2014, South Central Ambulance Service NHS Foundation Trust (SCAS) will be expanding its non-emergency patient transport service in Hampshire.



SCAS will be providing a non-emergency patient transport service for all patients registered with a GP in the following clinical commissioning groups (CCG):

- » NHS Fareham & Gosport CCG
- » NHS Isle of Wight CCG
- » NHS North Hampshire CCG
- » NHS Portsmouth CCG
- » NHS Southampton City CCG
- » NHS South Eastern Hampshire CCG
- » NHS West Hampshire CCG

What journeys does the SCAS Non-Emergency Patient Transport Service (NEPTS) undertake?

- » Taking you to a planned outpatient appointment
- » Taking you to hospital (planned admission)
- » Taking you home from hospital (discharge)
- » Taking you for renal dialysis
- » Taking you home to Hampshire from other hospitals around the country
- » Taking you home to the Isle of Wight from hospitals or healthcare/treatment centres on the mainland

Please note: journeys from all treatment centres are covered from 1 October 2014, except Hampshire Hospitals NHS Foundation Trust, which will be covered only from 2016.

Is the SCAS NEPTS available to anyone in Hampshire?

No. The service is only available to eligible patients. You are considered eligible if:

Your medical condition is such that you require the skills and support of NEPTS staff during or after your journey and/or it would be detrimental to your condition or recovery to travel by other means.

Or:

Your medical condition affects your mobility to such an extent that you would be unable to access healthcare and/or it would be detrimental to your condition or recovery to travel by other means.

You may also travel if you are the recognised parent or guardian of a child being transported.

Can I book transport for myself or a family member?

No. Bookings can only be made by your GP or another healthcare professional. They will assess each patient against the eligibility criteria summarised above and, if accepted, will confirm your booking.

Can I travel in my own wheelchair?

You can only travel in your own wheelchair if the make and model is compliant with International Organisation for Standardisation (ISO) 7176. You, or the person making the booking, will need this information at the time of booking. If you are unsure if your wheelchair is ISO 7176 compliant, you will need to contact the manufacturer. If you are unable to confirm whether your wheelchair is ISO 7176 compliant you will need to be transferred to a SCAS NEPTS wheelchair (if possible) for your journey.

What do I do if I need to cancel or change a booking?

You can do this directly, for example if your appointment changes or you no longer need it, by calling the SCAS NEPTS Contact Centre on 0300 79 00 13. If your call is not answered within 60 seconds it will be routed to an answer machine where you can leave a message. Messages will be responded to within 30 minutes.

Find out more about the expanded SCAS non-emergency patient transport service in Hampshire on our website:

www.scas.nhs.uk

We value feedback from all patients who use our non-emergency patient transport service. As well as having paper survey forms and freepost envelopes on our vehicles, you can also use our online PTS Patient Experience Survey to leave feedback at any time. You can access the survey here:

www.scas.nhs.uk/pts-patientexperience