

The Shropshire, Telford and Wrekin Non-Emergency Patient Transport Service is only available to patients who for medical reasons are unable to make their own way to and from their hospital appointments. It is a vital resource to support those patients who rely on the service and it should not be used by those without this assessed medical need.



Please note that a need for treatment does not automatically imply a medical need for transport.

There is an eligibility process that all patients are required to undertake, to ensure that they meet the criteria for the service.

Accordingly, when you call to book your transport, you will be asked a series of questions that will determine whether you are eligible for transport. Eligibility is based on medical criteria, which has been agreed nationally by the **Department of Health and Social Care**. If you qualify for Non-Emergency Patient Transport, transport will be arranged for you.

You could be eligible for hospital transport if:

- You are receiving regular dialysis or cancer treatment
- You require a stretcher for the journey
- You require oxygen or intravenous support for the journey
- You need to travel in your own wheelchair
- You are unable to walk without continual support
- You are unable to use public transport because you have a medical condition that would compromise your dignity
- You have severe communication difficulties
- You will experience significant side effects as a result of the treatment for your condition



If you are not eligible for transport, you will be offered information about other options and other organisations that may be able to assist you, such as the healthcare travel costs scheme, community transport providers, public transport, local taxi services etc.

You can also find information about community transport options from our website.



shropshiretelfordandwrekin.nhs.uk

Claiming for hospital transport costs

You may be entitled to claim for the cost of your transport to your hospital appointment through the **Healthcare Travel Costs Scheme**, if you're referred for specialist NHS treatment or tests.

You can find out more about the Healthcare Travel Costs Scheme, including who is eligible, what the conditions are and how to make a claim.

Escorts

A family member, friend or carer may only travel with eligible patients if the patient:

- Is under the age of 16 – an escort **must** travel with the patient
- Relies on a translator
- Relies on a carer for communication or has significant communication difficulties, including learning difficulties, impaired sight or is hard of hearing
- Has mental health issues which requires a known carer to accompany them
- Has a medical condition that requires constant supervision for safety

Please note mobility needs alone do not necessitate an escort, as the patient's mobility needs will be met by the ambulance crew or hospital staff

