



**South Central
Ambulance Service**
NHS Foundation Trust



NON-EMERGENCY PATIENT TRANSPORT SERVICE

PATIENT CHARTER

Putting Patients First



Putting Patients First

NON-EMERGENCY PATIENT TRANSPORT SERVICE - **PATIENT CHARTER**

South Central Ambulance Service NHS Foundation Trust (SCAS) understands that attending hospital can be a challenging time in a patient's life. Our Patient Charter explains your rights and responsibilities when you use our Non-Emergency Patient Transport Services (NEPTS). We work in partnership with hospitals and other healthcare organisations in order to improve our service, and we hope that you will find the information contained within this charter helpful, and that it leads to a better experience for you.

The NEPTS service is available for those patients who meet the current eligibility criteria set by your local Clinical Commissioning Group (CCG) and based on Department of Health guidelines.

When you request transport, you will be asked a series of questions that will help us to decide how we can best support you in getting to your appointment. If you are not eligible to use NEPTS we will assist you by giving you useful information from our directory of alternative transport options. If you are eligible to travel using our service, you can expect the following, outlined in this booklet.

REQUESTING A NEPTS JOURNEY

| What you can expect from us | What we would ask of you |
|--|---|
| <p>If you are eligible for NEPTS a booking will be taken immediately and a unique booking reference number will be allocated to you. Please keep this safe in case you need to contact us.</p> | <p>Please answer all questions relating to the eligibility criteria as accurately as possible and make sure that you have your NHS Number to hand (this is often shown on your appointment letter, or is available from your GP).</p> |
| <p>Contact number for requesting transport</p> <ul style="list-style-type: none"> ➔ Oxfordshire, Berkshire, Buckinghamshire: <ul style="list-style-type: none"> ▶ 0300 100 0015 ➔ Hampshire: <ul style="list-style-type: none"> ▶ Patient transport is booked by Health Care Professionals at the treatment site you are attending. ➔ Surrey: 0300 123 9840 ➔ Sussex: 0300 123 9841 <p>Booking for patients with complex medical needs or travelling to a mental health treatment centre to be booked by the Health Care Professionals.</p> | <p>As well as the date and time you require travel and the 'to' and 'from' destinations (including clinic details), please have the following information when requesting transport:</p> <ul style="list-style-type: none"> ➔ NHS number ➔ Name, address and phone number ➔ Date of Birth ➔ GP Surgery ➔ Mobility and Care requirements ➔ Communication difficulties (e.g. deaf, English not first language) ➔ Relevant health issues (e.g. blind, diabetic) ➔ Care package details ➔ Home access information (incl. key codes) |

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| What you can expect from us | What we would ask of you |
|---|---|
| <p>→ Amendments:</p> <ul style="list-style-type: none">▶ Oxfordshire, Berkshire, Buckinghamshire: 0300 100 0015▶ Hampshire: 0300 100 0024▶ Surrey: 0300 123 9840▶ Sussex: 0300 123 9841 <p>→ ETA (Estimated Time of Arrival) requests:</p> <ul style="list-style-type: none">▶ 0300 0135 003 <p>→ Patient Cancellation line: 0300 790 0143</p> <p>You can request that transport booking reminders are sent to you the day before and on the day of your appointment.</p> | <p>Please make the NEPTS contact centre aware as soon as possible if:</p> <ul style="list-style-type: none">▶ your appointment is cancelled▶ you no longer require your transport▶ you need to amend your booking in any way <p>The appropriate phone numbers are shown opposite.</p> |

REQUESTING A NEPTS JOURNEY

| What you can expect from us | What we would ask of you |
|---|--|
| <p>We will provide transport that is comfortable and suitable for your individual mobility requirements, and will ensure that you are properly secured in the vehicle with seatbelts or wheelchair restraints as appropriate. Our vehicles are fitted with the latest equipment to enable us to locate your address quickly and efficiently and keep in regular contact with our control rooms to plan the most effective journey routes.</p> | <p>We would ask that you tell the person you speak to within the Contact Centre of any other specific needs you may have in order that we can make your journey as comfortable as possible.</p> <p>We would ask that you notify the NEPTS contact centre prior to your journey with any useful information which would help us to locate your address more easily.</p> |

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PREPARING FOR YOUR JOURNEY

| What you can expect from us | What we would ask of you |
|---|--|
| We will provide a service which is delivered within a timely manner in line with the quality standards we have been set. We will give you an estimated collection time at the point of booking. | We would ask you to be ready to travel at the estimated collection time. If you have been given an appointment card or letter please bring it with you along with any medication you require during the day. |

DURING YOUR JOURNEY

| What you can expect from us | What we would ask of you |
|---|--|
| We will ensure that our staff always carry ID and introduce themselves to you on arrival. | We would ask that you inform our staff of how you would prefer to be addressed (e.g. first name, Mrs etc.) |

DURING YOUR JOURNEY

| What you can expect from us | What we would ask of you |
|--|--|
| <p>Our vehicles are appropriately equipped and subject to regular maintenance and safety checks. The inside of the vehicles will be clean at all times and in the event of a vehicle becoming dirty during use, it will be taken out of service until cleaned.</p> | <p>We would ask that you kindly refrain from eating and drinking whilst on board our vehicles. Also, please note that smoking is not permitted.</p> |
| <p>We will ensure that you are treated and cared for by our staff, who have the skills, knowledge and experience to provide an efficient and effective non-urgent transport service to suit your needs.</p> | <p>We ask that you treat our staff with consideration and respect and adhere to any specific safety advice they may give to you. Please note that the wearing of seatbelts is compulsory unless medical exemption is provided.</p> |
| <p>We will ensure that you are treated with dignity and have your religious and cultural beliefs respected. Our services will be equally accessible to all, irrespective of gender, race, disability, age, sexual orientation, religion or belief.</p> | <p>We would ask that you respect the religious and cultural beliefs of other patients and are aware that both male and female patients may also travel with you.</p> |

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ARRIVING AT THE HOSPITAL

| What you can expect from us | What we would ask of you |
|---|---|
| Our transport staff will escort you and book you into the specific clinic you are attending when you arrive at the hospital. | After your appointment has finished, please ask the clinic you have attended to notify us that you are ready for your transport home. |
| We will get you to the healthcare site as close as possible to your appointment time. The clinic you are attending should know you are travelling by NEPTS and will be flexible with your appointment time if circumstances require it. | |

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COLLECTION FROM THE HOSPITAL

| What you can expect from us | What we would ask of you |
|--|---|
| When we are notified that you are ready we will collect you for your return journey as soon as possible. | Please remain in the department you were taken to on arrival to await collection. If you do need to use facilities whilst waiting please inform the receptionist so that we are aware and wait for you. |



COLLECTION FROM THE HOSPITAL

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| What you can expect from us | What we would ask of you |
|--|--|
| If, due to unforeseen circumstances, we have to alter your transport arrangements at the last minute we will notify both you and the relevant clinic (if you have provided contact details). | We would ask for your understanding in such circumstances. |

FEEDBACK

| What you can expect from us | What we would ask of you |
|---|---|
| <p>We will regularly seek the views of our patients through a variety of methods to ensure we are responding to your needs. Our patient surveys are available on all our vehicles as well as on our website.</p> | <p>We would particularly welcome any feedback based on your experience of using our service. You can share your experiences, compliments, comments, suggestions, complaints or concerns with us by either emailing PatientExperience@scas.nhs.uk or telephoning 0300 123 9280</p> |
| <p>We will ensure that any other transport provider operating on our behalf will undertake their duties within our strict operating guidelines. If other transport providers fail to meet our service requirements, appropriate action will be taken.</p> | <p>If you wish to write to us our address is: Patient Experience Team South Central Ambulance Service NHS Foundation Trust North Wing, Southern House Sparrowgrove Otterbourne Hampshire SO21 2RU</p> |



WHEN THINGS GO WRONG

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We hope that all aspects of your experience with us run smoothly. We understand however that things can go wrong and, should you wish to make a complaint, we will ensure that 95% of complaints registered are acknowledged within 3 working days* of the complaint being received. Some complaints may take longer to resolve than others; however we will aim to ensure that all complaints received are resolved within 25 working days.

* Please provide us with telephone / email contact details to enable us to provide a timely acknowledgement.



CONTACT US

Your opinions are important to us. If you have any views about this charter, or if you would like to receive this document in large print, braille, audio tape, or in an alternative language, please contact us.

South Central Ambulance Service
NHS Foundation Trust
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For further information visit the website, email or call 0300 123 9280 (charged at local rate).

Proud to be caring for you!

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