



South Central Ambulance Service **NHS**

NHS Foundation Trust

# Non-Emergency Patient Transport Service (NEPTS) in Hampshire

## **What's changing in 2016?**

**Version: August 2016**

# THE NEPTS SERVICE SUMMARY

South Central Ambulance Service NHS Foundation Trust (SCAS) has been providing the NEPTS service for patients in most of Hampshire since October 2014.

During 2016 SCAS will also become the provider for journeys from treatment centres managed by Hampshire Hospitals NHS Foundation Trust (HHFT). This covers North Hampshire Hospital in Basingstoke, Royal Hampshire County Hospital in Winchester and the Andover War Memorial Hospital.

NEPTS provides transport for patients who have a medical reason which means they are not able to travel for treatment by another method. It includes the following journeys:

- ➔ To a planned outpatient appointment
- ➔ To hospital for a planned admission
- ➔ Home from hospital following your discharge
- ➔ To and from renal dialysis appointments
- ➔ Home to Hampshire from hospitals in other areas of the country
- ➔ Home to the Isle of Wight from hospitals or healthcare/ treatment centres on the mainland

As resources are limited and are focussed on the patients with the most need, there are eligibility criteria that must be met in order to access the service.

## WHAT'S CHANGING DURING 2016?

Journeys from treatment centres managed by Hampshire Hospitals NHS Foundation Trust (HHFT) will be added to the SCAS contract during 2016 - until now the service in this area has been delivered by a different provider. There are two dates for the transfer of services to SCAS:

- ➔ 1 March 2016 for the North Hampshire Hospital in Basingstoke
- ➔ 1 August 2016 for the Royal Hampshire County Hospital in Winchester and the Andover War Memorial Hospital

Your GP, or other healthcare professional making a NEPTS booking for you, will make sure that your journey is booked with the correct provider during the period that the changes are taking place.

## WHO IS ELIGIBLE FOR NEPTS?

The NEPTS 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 by NEPTS.

You are not eligible if:

- ➔ You are attending a primary care service, such as a routine GP or health centre appointment
- ➔ You are not an NHS patient
- ➔ You require transport outside England, Scotland and Wales

The person booking your NEPTS journey will check that you are eligible at the time of booking.

### **What are my options if I am not eligible?**

If you are not eligible for NEPTS we will direct you to alternative transport options that you can access in your local area, such as voluntary transport groups, private taxis or public transport.

# HOW TO ACCESS THE NEPTS SERVICE

You can book a NEPTS journey by getting a healthcare professional at your GP surgery or clinic to make a booking for you using our online system. They will check whether you are eligible for the service before making your booking.

**The person making your booking will need to have the following information in order to make a NEPTS booking - please make sure you have the relevant information to hand:**

- Name
- NHS number
- Date of birth
- Home address and contact phone number
- GP practice
- Mobility and care requirements
- Relevant health issues
- Care package details
- Home access information including key codes
- Date and time of travel required
- 'From' and 'to' destinations, including specific clinic details if appropriate.

When you are ready for your return journey the healthcare professional at the site you are attending will need to 'Book Ready' to let us know that we need to collect you.



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

If, for example, your appointment changes or you no longer need it, you can cancel or change your booking by calling the SCAS NEPTS Contact Centre on 0300 790 0143.

## **Can I travel in my own wheelchair?**

You can only travel in your own wheelchair if the make and model is compliant with the ISO 7176 standard (if you are unsure you will need to contact the manufacturer). The person making your booking will need this information at the time of the request. If it cannot be confirmed that your wheelchair is ISO 7176 compliant you will need to be transferred to a SCAS NEPTS wheelchair, if possible, for your journey.

## WHERE TO GET MORE INFORMATION

You can access all the latest information on the NEPTS service on our website at [www.scas.nhs.uk/PTS](http://www.scas.nhs.uk/PTS)

**You can also contact us at:**

Email [PTSHantsQ&A@scas.nhs.uk](mailto:PTSHantsQ&A@scas.nhs.uk)

We value feedback from all patients who use our NEPTS 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](http://www.scas.nhs.uk/pts-patientexperience)

If you would like to receive this document in large print, braille, audio tape, or in an alternative language, please contact us.

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For further information visit the website or email  
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Proud to be caring for you!

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