



# NON-EMERGENCY PATIENT TRANSPORT SERVICE (NEPTS)

## PATIENT ZONE BOOKING USER GUIDE



Version 3, June 2018

# INTRODUCTION

South Central Ambulance Service NHS Foundation Trust (SCAS) has an online booking system for Non-Emergency Patient Transport Services (NEPTS). Patient Zone enables you to book transport, cancel and make amendments to your booking. The system also has a 'direct chat' facility.

Patient Zone identifies you using your NHS number and date of birth, and is hosted on a secure network. All bookings can be made using the online system, unless they are 'complex' (see page 13 for more details). Outpatient journeys can be booked online up until 3pm for transport the following day - requests after this time will need to be made by calling us.

If you wish to manage your transport via Patient Zone you will need to have been registered for your first journey, either by calling the relevant Contact Centre number (see below), or by your GP practice or healthcare provider. SCAS NEPTS Patient Zone is available 24/7, 365 days a year.

**Patients registered with a Milton Keynes GP cannot currently use Patient Zone.** If you have any issues or queries about using the online system you can contact us at the email address [nepts.online@scas.nhs.uk](mailto:nepts.online@scas.nhs.uk) or visit [www.scas.nhs.uk/NEPTS](http://www.scas.nhs.uk/NEPTS)

## Which NEPTS service covers my area?

The NEPTS service for you depends on which Clinical Commissioning Group (CCG) your GP falls under:

### 1. SURREY NEPTS

- North East Hants & Farnham CCG
- East Surrey CCG
- Guildford & Waverley CCG
- North West Surrey CCG
- Surrey Heath CCG
- Hounslow CCG

### 2. SUSSEX NEPTS

- Brighton & Hove CCG
- Coastal West Sussex CCG
- Hastings & Rother CCG
- High Weald Lewes Havens CCG
- Crawley CCG
- Horsham & Mid Sussex CCG
- Eastbourne, Hailsham & Seaford CCG

### 3. THAMES VALLEY NEPTS

- All CCGs in Berks, Bucks & Oxfordshire

### 4. HAMPSHIRE NEPTS

- All CCGs in Hampshire (except North East Hants and Farnham CCG, which falls under the Surrey NEPTS service)

## Contact Centres and further information

### 1. SURREY NEPTS

- Central Booking Line **0300 123 9840** between 08:00 and 18:00, Mon to Fri
- Surrey NEPTS patient leaflet - 'What's changing from April 2017'

### 2. SUSSEX NEPTS

- Central Booking Line **0300 123 9841** between 07:00 - 20:00 Mon to Sat (08:00 - 17:00 Sun and Bank Holidays)
- Sussex NEPTS patient leaflet - 'What's changing from April 2017'

### 3. THAMES VALLEY NEPTS

- Patient Eligibility Line **0300 100 0015** available 07:00-19:00
- Thames Valley NEPTS patient leaflet – 'What's changing from 1 April 2016 in the Thames Valley area'

### 4. HAMPSHIRE NEPTS

- Contact a healthcare professional at your GP surgery or clinic to make your first booking. Once registered on the system you can use Patient Zone to make and manage future bookings
- Hampshire NEPTS patient leaflet – 'What's changing in 2016 in Hampshire'

# PATIENT ELIGIBILITY

Clinical Commissioning Groups (CCGs) have a criteria for which patients are eligible for Non-Emergency Patient Transport Services. When your first journey is booked, you will be asked a series of questions to determine your eligibility.

Below are some examples of the type of questions you will be asked:

- » Do you own and drive your own vehicle?
  
  - » Can you use public transport or have family who can transport you?
  
  - » Does your mobility mean you require more assistance than public transport can offer?
  
  - » Are you having treatment which affects your ability to make your own way to/from hospital?
- For more information about how the eligibility

criteria are applied in your area please refer to the relevant NEPTS patient leaflet, call the relevant SCAS Contact Centre number or speak to your healthcare provider.

If you do not meet the eligibility criteria you will be signposted to our Directory of Alternative Transport for details of transport options in your local area, such as voluntary transport groups, private taxis or public transport.

The Healthcare Travel Costs Scheme may also provide help with the cost of fares: see [www.nhs.uk/nhsengland/healthcosts/pages/travelcosts.aspx](http://www.nhs.uk/nhsengland/healthcosts/pages/travelcosts.aspx)



# ACCESSING PATIENT ZONE

1

You can access Patient Zone via the web browser on your smartphone, tablet or computer, using the following url:

<https://managemybooking.scas.nhs.uk/patientzone>

2

When you go to the link, you will see the logon screen below. You will be able to log in using your NHS number and date of birth.

https://managemybooking.scas.nhs.uk/patientzone Passenger Zone Login



### Welcome to Passenger Zone

Please enter your NHS number and date of birth to login:

**Login**

NHS Number:

Date of Birth:

[Login](#) [Reset](#) [Create Account](#)

Powered by Clerk

## GETTING STARTED

When you have successfully logged in you will see the following Home screen. If there have been any changes to the online system you will be notified by a 'Welcome Message'.

https://managemybooking.scas.nhs.uk/patientzone Passenger Zone

[Home](#) [View My Details](#) [My Journeys](#) [Help](#) [Logout](#)



**Welcome Message**

Welcome To South Central Ambulance Service's Patient Zone. The Patient Zone Allows You To Access The Web Functionality And To; - create New Booking Requests - View And Update Existing Bookings - book Ready For Return - complete Journey Satisfaction Survey

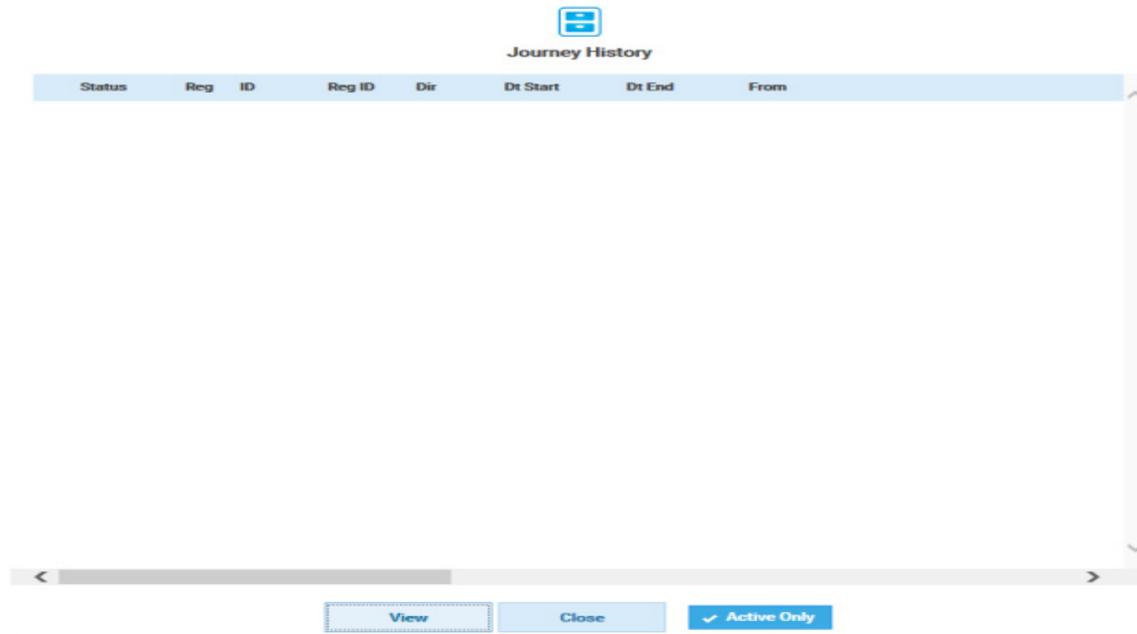
**Quick Start**

[I'm ready to go home](#)

# HOW TO MAKE A BOOKING

On the Home screen select 'My Journeys' and then 'Create New Booking' on the drop down menu and you will see the screen below.

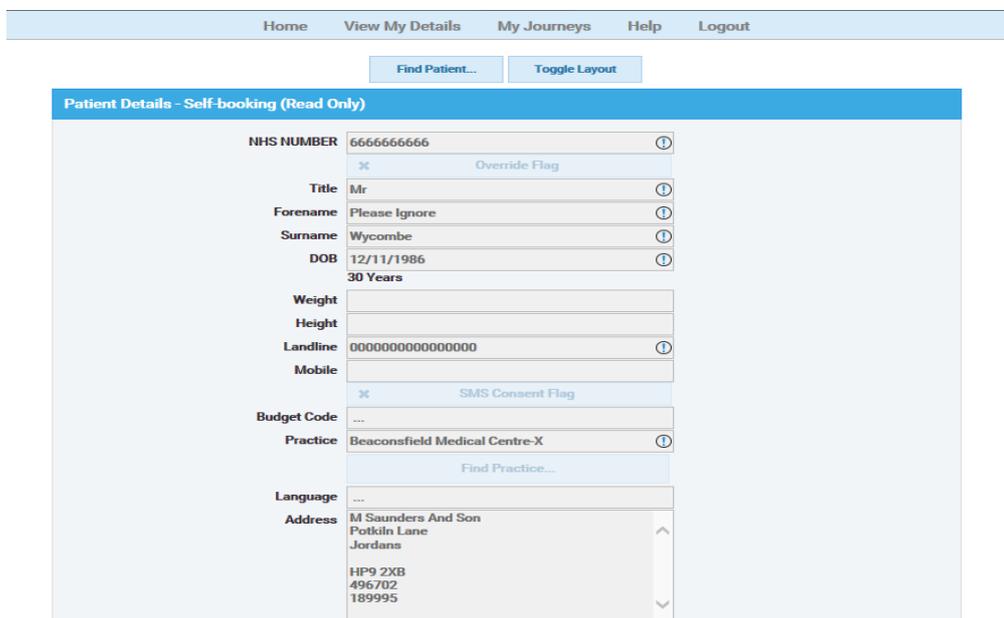
Each patient on the system is saved and all journeys are attached to our patient record. The first page shows your journey history. Select 'Active Only' to display your previous journeys. Click on 'Close' to exit the 'Journey History' page. The main Booking screen will then be displayed.



The master record where your personal details are displayed will show slightly greyed out - this is to prevent any changes. If you have moved house or registered with a new GP, you will need to call the relevant contact centre (see page 2) to update your records.

At this stage you will need to have all the details for your appointment to hand, including where your appointment will take place, date and time

Any field with a "!" is a mandatory field that will need to be completed before the journey can be saved.



# The Five Steps to making a booking

## STEP 1 - Patient Details

It is important that you provide us with up-to-date and relevant information relating to your details. If any of these details are incorrect please call the relevant contact centre to update your records.

The screenshot shows a web interface for patient self-booking. At the top, there are navigation links: Home, View My Details, My Journeys, Help, and Logout. Below this is a header with a crest on the left and buttons for 'Find Patient...' and 'Toggle Layout'. The main content area is titled 'Patient Details - Self-booking (Read Only)'. It contains a form with the following fields: NHS NUMBER (666666666), Title (Mr), Forename (Please Ignore), Surname (Wycombe), DOB (12/11/1986), Weight, Height, Landline (0000000000000000), Mobile, Budget Code, Practice (Beaconsfield Medical Centre-X), Language, and Address (M Saunders And Son, Feltin Lane, Jordans, HP9 2XB, 496702, 189995). On the right, there is a sidebar with 'Patient ID: 77864', '\*New Journey\*', and 'Booking Areas' with a list of options: Patient (checked), Appointment, Journey, From/To Address, and Requestee. A pink location pin icon is visible in the bottom right corner of the screenshot.

NHS Number	This is a reference unique to you – without your NHS Number you cannot make a booking
Title	Mr / Mrs / Miss / Ms / Master / Child
Forename	First name
Surname	Family name
DOB	Your Date of Birth – this will help search for your record
Telephone	Your home telephone number – this will help us to locate you or to advise you of any problems
Disability	Select any disability you have e.g. communication problems or dementia
Practice	The GP Practice you are currently registered with

## STEP 2 - Date Details

Date	This is the date of your appointment. You are able to book 14 days prior to the date of your appointment
Monday-Sunday	Please type in your appointment time in the relevant day boxes

**Appointment Details**

**Date**  ⓘ

**Appt**                      **Return**

**Time**

## STEP3 - Journey Details

Category	Please select type of category
Mobility	Please select type of mobility
Relative Escort	Maximum of 2 relative escorts; if any more you need to call our contact centre
Medical Escort	Maximum of 2 medical escorts; if any more you need to call our contact centre
Escort Notes	Please select a reason for the escort(s) within the Escort Notes section. This has to be completed to make an escort booking
Equipment	Any equipment that is allowed to go with patient - this is at the discretion of crew or driver. If no equipment is relevant, the 'None Required' option needs to be ticked
Requirements	Tick any relevant boxes for your requirements *
Notes	Click on symbol, this is for any notes for the journey (e.g. key code number)

\* Please note that it is mandatory that you complete the 'Equipment' and 'Requirements' fields. If you have booked a 'travel in chair' mobility, the relevant information (e.g. 'travel in crew chair' or 'travel in own chair') has to be ticked.

**Journey Details**

**Service Type**  ⓘ

**Transport Reason**  ⓘ

**Category**  ⓘ

**Mobility**  ⓘ

**Relative Escort**

**Medical Escort**

**Escort Notes**

**Direction Override**

**Journey Notes**

**Equipment**

**Travel Requirements**



## STEP 4 - 'To' and 'From' addresses

**From Address**

<b>Hospital</b>	<input type="text" value="..."/>
<b>Clinic</b>	<input type="text" value="..."/>
<b>Consultant</b>	<input type="text" value="..."/>
<b>Address</b>	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>
<b>Landline</b>	<input type="text"/>
<b>Directions</b>	<input type="text"/>
	<input type="button" value="Find Address..."/>
	<input type="button" value="Home Address"/>
	<input type="button" value="✕ Signature Required"/>

**To Address**

<b>Hospital</b>	<input type="text" value="..."/> ⓘ
<b>Clinic</b>	<input type="text" value="..."/> ⓘ
<b>Consultant</b>	<input type="text" value="..."/>
<b>Address</b>	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>
<b>Landline</b>	<input type="text"/>
<b>Directions</b>	<input type="text"/>
	<input type="button" value="✕ Signature Required"/>

Address From	Click on 'Home Address' if you are travelling from your home. If a different pick-up address is required click on 'Find Address' and put in the postcode of the pick-up address and change the house number to the correct one
Address To	Click on the top box and type the first couple of letters of the hospital required - this box should fill out the address automatically. Then select the department required

## STEP 5 - Details of person making the booking

Requestee	
PIN No	<input type="text"/>
Type	... 
Name	<input type="text"/> 
Tel No	<input type="text"/>
Method	Online 
Date	23/03/2017 15:44:26 
Caller	<input type="text"/> 
PAS	<input type="text"/>

[Submit Record](#)

Some of the bottom section of the form should be filled out automatically, all you have to do is put your 'Type' which will be "A Patient", and your name in the caller box. You are now ready to save your booking.

Please click 'Submit Record' at the bottom, and you will see a progress bar to let you know the booking is being processed. After a short pause you should see the following screen:

Registration   Day Control   Reporting   Tools   Mail   Logout

  
Booking Page

Passenger Details

[Find Passenger...](#)

**New Journey**



Journey saved! - Journey reference: 18979

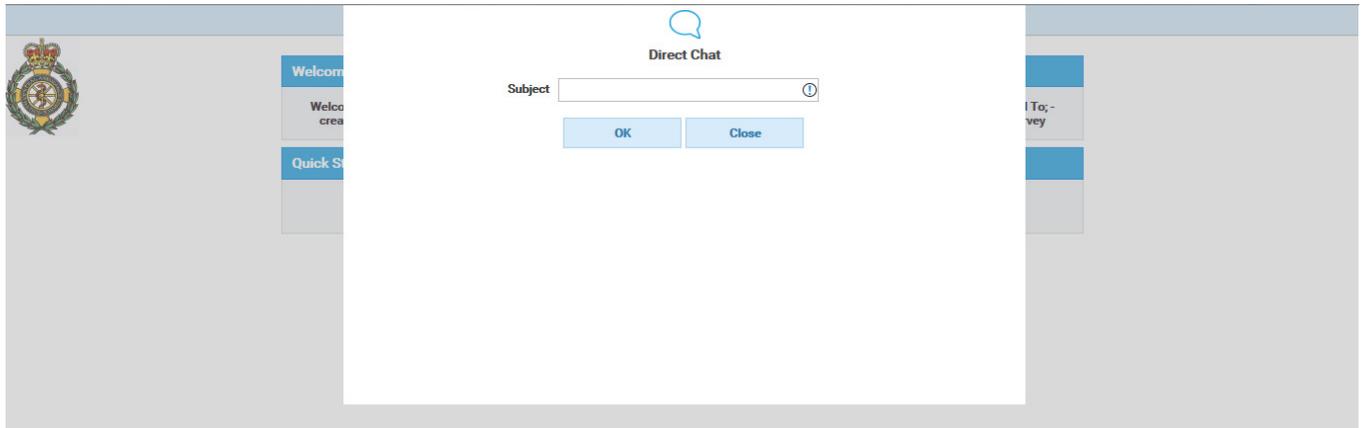
[OK](#)

Landline	02380121212
Mobile	<input type="text"/>
	<a href="#">SMS Flag</a>
Practice	Lee-on-the-solent Health Centre-Lee-on
	<a href="#">Find Practice...</a>

Please make a note of the journey reference number.

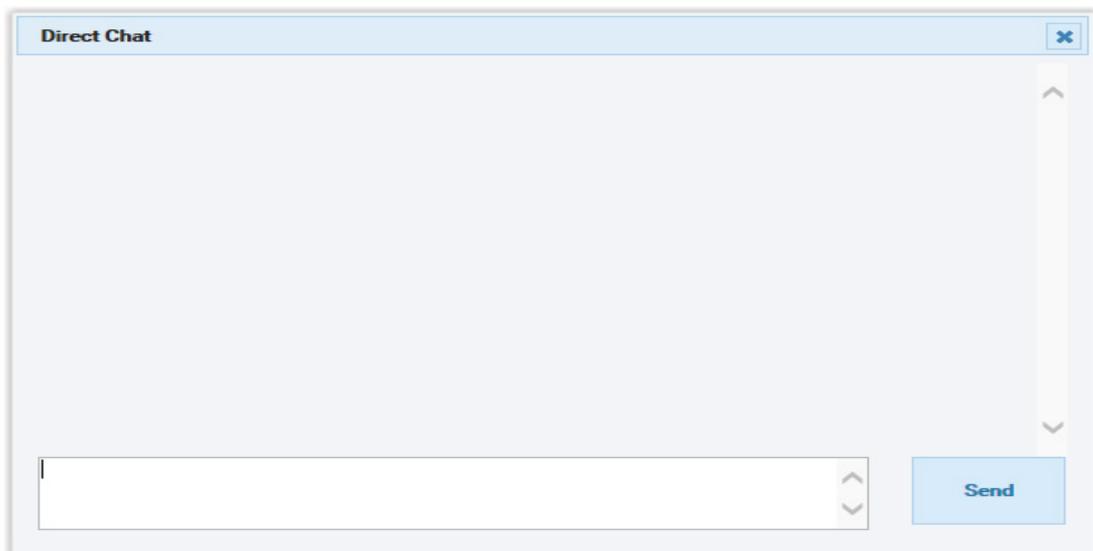
## HELP AND SUPPORT

If you have any questions then our 'Direct Chat' will be able to assist you. Click on 'Help' then 'Direct Chat' from the drop down menu.



Type in the subject of your enquiry and click on OK. The chat window below will then open, and you can type your query into the bottom window and click 'Send'.

\* Please ensure to include your name and NHS Number in the text of your enquiry, as this is needed by the Support Assistant on the other end to be able to identify you



# APPENDICES

## Appendix I - Equipment

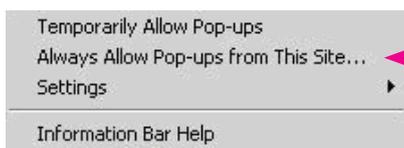
Please note, that sometimes it is not possible to carry your own equipment. If you do require equipment to be carried, this should be indicated at the booking stage. The crew will only be able to carry equipment if it can be secured safely, but if you have included a frame on your booking every effort will be made to allocate the journey to a vehicle which can accommodate your frame. There is a luggage limit of 10kg per patient but, where possible, please look at alternative ways of transporting luggage, e.g. with family members.

## Appendix II – pop-ups

If some screens do not appear, you may need to change the settings on your computer which automatically block pop up screens. For example, if you are using Windows and your computer has been set up to prevent pop ups you will see the following box at the top of the screen:



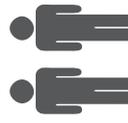
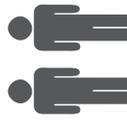
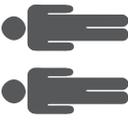
When you click on this bar you will see the following menu:



Choose the second option:  
'Always Allow Pop-ups from this Site'

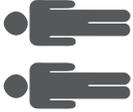
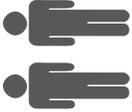
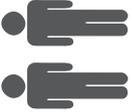
# MOBILITY GUIDE - 'STANDARD' JOURNEYS

The journey options on this page should be booked using the online system.

Vehicle	Crew	Type	Description
		W [Walker]	Vehicle of any sort. Minimal assistance required.
		SC [Single Crew]	1 Crew, Ambulance Care Assistant. No attendant required. Patient can transfer to a seat on the ambulance.
		TIC1 [Travel in chair with single crew]	1 Crew, Ambulance Care Assistant. No attendant required. Patient requires to travel in a wheelchair. Please state if patient is 'Travel in own chair' or 'Requires crew chair'. For patients travelling in electric wheelchair please select 'Electric wheelchair' under <b>Travel requirements</b> .
		TIC2 [Travel in chair with double crew]	2 Crew, Ambulance Care Assistants. Attendant required in back of resource to administer oxygen, etc. Please state if patient is 'Travel in own chair' or 'Requires crew chair'. For patients travelling in electric wheelchair please select 'Electric wheelchair' under <b>Travel requirements</b> .
		DC [Double crew]	2 Crew, Ambulance Care Assistants. Attendant required in back of resource to administer oxygen, etc.
		STR [Stretcher]	2 Crew, Ambulance Care Assistants. Stretcher required.

# MOBILITY GUIDE - 'COMPLEX' JOURNEYS

We can also transport patients that have more complex requirements, such as the mobility restrictions in the table below. However, these transport requests need to be booked by phoning the Contact Centre - they cannot be booked using the online system.

Vehicle	Crew	Type	Description
		<b>BP WC</b> [Bariatric Patient - wheelchair]	2 Crew, Ambulance Care Assistants. Bariatric patient travelling in bariatric wheelchair.
		<b>BP STR</b> [Bariatric patient - stretcher]	2 Crew, Ambulance Care Assistants. Bariatric patient travelling on bariatric stretcher.
		<b>MULTI CL</b> [Multi crew lift]	Multi crew lift at home address requiring more than 2 crew members. <b>Would require assessment.</b>
		<b>ECC</b> [Enhanced clinical care]	Providing an enhanced level of service to cover all the needs of high dependency patients, such as those with complex medical needs or infectious/communicable diseases, where a higher level of crew skills will be needed. <b>Please note this is for routine movements and not urgent, critical or time specific movements.</b>

## Patients who wish to travel in their own wheelchair

Patients can only travel in their own wheelchair if the make and model is compliant with International Organisation for Standardisation (ISO) 7176.

You 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 compliant SCAS NEPTS wheelchair (if possible) for your journey.

**South Central Ambulance Service NHS Foundation Trust  
Units 7 & 8 Talisman Business Centre  
Talisman Road  
Bicester  
OXON  
OX26 6HR**

**[www.scas.nhs.uk](http://www.scas.nhs.uk)**

**Patient Zone Booking Guide - Version 3, June 2018**