



Can I be dropped off on my way home?

Unfortunately not. We can only provide transport between your home and the pre-booked hospital or treatment centre.

What if I cannot afford alternative transport?

If you are in receipt of certain benefits you may be eligible to travel with us under the NHS healthcare travel costs scheme. Please speak to the call centre if you think you may be eligible.

What happens if I need to make changes or cancel my booking?

Please call the service on 0845 603 8117 as soon as you are aware of any changes to your original booking, or if you need to cancel your transport.

What if I'm not eligible and I disagree with the decision?


You can appeal the decision by asking the call handler to refer your call to a supervisor or team leader. If you are still unhappy, please contact our patient services department using the details on the back page.

Please note that we have a no smoking policy in all of our vehicles.

Please do not give any money to our drivers or staff.

Giving us feedback

We welcome both compliments and concerns so we can improve our service. You can give us feedback by:

 Phone: Telephone **0800 028 3382** and ask for patient services (10am-4pm, answerphone service outside hours)

 E-mail: **eoasnt.feedback@nhs.net**

 In writing:
The Patient Services Team
East of England Ambulance Service NHS Trust
Hammond Road
Bedford
MK41 0RG

 Website:
Complete an electronic enquiry form on our website: **<http://www.eastamb.nhs.uk/contact-us/>**

If you would like this leaflet in Braille, large print, in an alternative format, or in a different language, please contact us on 0800 028 3382 and team members will do their best to help.

For patients: a guide to non-emergency transport services

East of England Ambulance Service NHS Trust,
and Cambridgeshire and Peterborough
Clinical Commissioning Group (CCG)

How do I organise transport?

Patients who are unable to travel by private or public transport for medical reasons may be eligible for non-emergency patient transport. The East of England Ambulance Service NHS Trust (EEAST) provides non-emergency patient transport services for patients attending hospitals and treatment centres for NHS-funded care.

Patients who think they may be eligible for patient transport, and are registered with a GP in the Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) area, should call the patient transport service on:

0845 603 8117

Lines are open: **Monday-Sunday, 8am-6.30pm***

Before a booking is made, you'll be asked some short questions to see if you are eligible to use the service. If you are eligible, we'll arrange transport for you. Please don't book for more than three months in advance, or less than 48-hours ahead, of your appointment.

What to expect when you call

You will be asked for the following information:

- Your name and address details
- Your NHS number
- Your GP surgery details
- Your appointment date, time and location.

* Opening times as of 1st September, 2016

Who is eligible for transport?

Only patients who would otherwise be unable to travel due to medical reasons are eligible for transport, e.g. patients who need assistance; who may suffer severe side effects following treatment; or who would be unsafe travelling alone.

If you are not eligible, we will provide you with information about possible alternatives and financial assistance available.

Please be aware that we are unable to give an exact collection time for your journey, so please ensure you are ready to travel two hours prior to your appointment time. Transport will usually be shared with other patients, so if you're not ready the vehicle may be unable to wait for you.

Can someone travel with me?

It is only possible for carers or escorts to accompany patients in specific circumstances, which depend on medical needs, and this must be pre-booked. Children aged 16 years and under must be accompanied by a parent or guardian.

What if I currently use oxygen at home?

If you require oxygen during your journey, please tell us when you ask for transport.

What if I have a special requirement?

If you have any requirements, for example if you need a child seat or if you have a registered assistance dog, please let us know at the time of booking.

What should I take with me?

Your appointment letter will say what is required for your appointment. However, we ask that you take any appointment card(s) or letter(s) of referral, as well as any current medication. If you are being admitted to hospital, you should take an overnight bag. You may need to wait for return transport after your appointment, so you may want to also take some money for a drink and something to eat – especially if you are diabetic.

Please remember your keys!

What if the transport doesn't arrive on time?

Whilst we do our utmost to ensure that all patients arrive by their appointment time, we may occasionally be delayed. If we are running late, we will let you know and we will also let the hospital or clinic know that you may be late for your appointment.

What if I'm unsure of where to go when I arrive at the hospital/treatment centre?

Your driver or ambulance crew will take you into the respective clinic or department when you arrive, so if in doubt please ask them.

Where do I wait when I'm ready to go home?

Your ambulance crew or driver will advise you where to report to, or where to wait for your transport for your return journey, as well as an approximate time for collection.