



PATIENT TRANSPORT SERVICES

**For Surrey, Hounslow, North East Hampshire, Farnham
(excluding Surrey Downs)**

Changes to the Service

What are Patient Transport Services?

NHS Patient Transport Services (PTS) is available to patients whose medical condition is such that they require the skills and support of PTS staff on/after their journey to hospital, or where it would be detrimental to the patient's condition or recovery to travel by other means.

Funded by the NHS North West Surrey CCG, PTS is non-urgent, planned transport to, from and in-between NHS hospitals/healthcare providers.

How does it work?

From 1st October 2015, the booking service will be provided by South East Coast Ambulance Service (SECAMB).



Patients, or a clinician on behalf of the patient **can book hospital transport by calling the SECAMB Booking Line — 0300 200 1067 (calls are charged at local rate).**

Am I eligible?

When you call the Booking Line, you will be asked a series of questions to check your eligibility (under Department of Health Guidance 2007).

Tips for Existing Users

- ◆ **When booking, make sure you ask for a number to call in case you have a problem on the day or the driver hasn't arrived on time**
- ◆ **Let them know if your medical condition means that you require assistance with your journey**
- ◆ **Allow enough time to get ready**
- ◆ **If you need to bring an escort/carer, please check for their travel eligibility**
- ◆ **Please inform us of any change to your circumstances**

Patient Transport Services

SECAMB Booking Line: 0300 200 1067