



## **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**