



NSL CARE SERVICES
PROVIDING NON-EMERGENCY
PATIENT TRANSPORT
WORKING IN PARTNERSHIP
WITH THE NHS FOR
DERBYSHIRE



NSL CARE SERVICES WORKING IN DERBYSHIRE

NSL Care Services provides non-emergency patient transport for NHS Derby City and NHS Derby County, servicing Royal Derby Hospital and London Road Community Hospital Derbyshire Healthcare NHS Foundation Trust, and Derbyshire Clinical Commissioning Groups.

Patient Transport Services (PTS) are provided for those patients whose medical condition means they cannot get to their appointment in any other way. PTS is a vital resource for those who need it and should not be seen as an alternative to a taxi or as a means to avoid the inconvenience or cost of parking.

It is the policy of the Trusts listed above that the Department of Health eligibility criteria are applied to all requests for transport. Systems are in place to ensure a fair and consistent way of considering requests for transport and to ensure the reliability and efficiency of the service for those who are clinically unable to get to or from our healthcare without it. NSL staff are fully trained and responsible for ensuring all patient transport bookings are completed and confirmed only after an eligibility criteria is completed for every patient booking made.

The service provides a range of vehicle types and levels of care appropriate to individual patient medical need, to ensure the patient travels as safely and as comfortably as possible to their appointment.

Due to the geographical area Derbyshire covers we also provide a service for out of area hospitals

including those in the East Midlands. Full details of areas covered available on our website

www.nslcareservices.co.uk

We do **not** however, provide PTS transport for patients travelling into or out of Chesterfield Royal Hospital NHS Foundation Trust.

If I'm not eligible for PTS, what are the alternatives?

If during making a call to book transport it is found that you are not eligible, NSL staff will have information available to advise what alternatives might be available and will be able to direct you to information about the various public transport options that are available.

Regular transport bookings can be made in certain circumstances, however, reassessments for eligibility will be made by NSL at pre agreed intervals. The definition of regular transport is defined as a patient who is undertaking a course of treatment or receiving regular on-going care, such as a course of chemotherapy. NSL will maintain a register of patients who are receiving regular transport and their eligibility will be assessed at three monthly intervals to assure continued eligibility and the most appropriate vehicle is being provided.

Am I eligible for PTS?

All patients are assessed by trained NSL staff on their suitability for PTS using a short and simple series of questions when booking. If NSL staff are in any doubt there are systems in place for checking eligibility of patients.

Patient's eligibility for transport may change during the pathway of care; therefore welcome patients who wish to check eligibility throughout their pathway. If when a patient is collected it is clear that they do not meet the eligibility criteria then NSL have been asked by the Trusts to maintain a register of patients and will not accept any future bookings unless the patient can provide evidence that their circumstances have changed.

Eligible patients are those who fulfil some or all of the following criteria:

- ↪ Have to travel using a stretcher.
- ↪ Is the patient in a wheelchair and cannot transfer in and out of a vehicle without skilled assistance?
- ↪ Is the patient attending hospital likely to have diagnosed severe physical side effects following treatment?
- ↪ Does the patient have a diagnosed disability that may result in their condition or behaviour deteriorating during transport that could put them at risk?

Patients NOT eligible are those who fulfil some or all of the following criteria:

- ↪ Does the patient claim mobility allowance?
- ↪ Does the patient have their own transport or a friend/relative that could help out?
- ↪ Is own/friend/relative transport available if we change the appointment time?
- ↪ Has the patient considered public transport?

How do I book my transport?

Patients can book transport by calling NSL directly on

0843 357 1553

As a patient, if your GP or healthcare worker asks you to, you or your representative must call the service to complete the eligibility criteria and arrange a booking, including your return journey home.

Hospital staff can also book transport by using an e-booking facility provided by the hospital.



What happens if I do qualify for patient transport?

If you qualify for free transport, information such as your name, address, appointment time and journey details will be placed on our computer system. The day before your appointment, our staff will contact you to:

- ↪ Check that you are still attending your appointment.
- ↪ Check you still require transport.
- ↪ Confirm the address where you will be picked up.
- ↪ Check that the correct type of vehicle has been ordered for you.
- ↪ Give you the time when you will be collected.

Can a friend or relative travel with me?

Although we recognise other patients would like the support of family and friends with them on their journey and they are welcome at the hospitals during the patient's treatment, places taken up in this way means that other patients with a medical need cannot be transported.

Relatives are permitted to travel with patients in the following circumstances:

- ↪ The patient is under 16 years of age (it is mandatory that an escort is provided).
- ↪ The patient has a psychiatric, learning difficulty or dementia and needs constant supervision during the journey.
- ↪ The patient is blind/hard of hearing and has requested assistance (guide/assistance dogs are accepted with prior notice).

- ↪ The patient resides in a residential/nursing care establishment due to their medical condition.
- ↪ The patient needs a carer to accompany them if care is needed as part of the patient's treatment.
- ↪ Normally a maximum of only one escort will be permitted to travel, who must themselves be fit to travel unassisted.

What happens if my travel arrangements need changing or cancelling?

If you need to change you transport booking arrangements for any reason please inform us as soon as possible to ensure that we do not undertake a needless journey.

It is the hospitals' policy that a patient who refuses travel three or more times (with the authority of the Trust) will have their travel arrangements reviewed and maybe cancelled.

Who do I talk to for further advice?

You can talk to your health care provider for advice on transport options, or ring us on

0843 357 1553
for advice on eligibility criteria.