

## What to expect for your OUTPATIENT appointment journey

We will collect you from your residence – we ask you to be prepared a couple of hours prior to your appointment time; we aim to collect you with enough time to get you to the appointment on-time.

Before beginning the journey, our staff will ensure you have everything you need, including your keys, and that the door is locked where necessary.

Our friendly Staff are trained to provide assistance throughout your journey, if you require it, and will escort you to the department.

If you take medication for any condition this should be brought with you; you should also consider bringing a snack and drink just in case you are delayed.

You will be returned to your residence after your treatment/appointment and the staff will ensure that you are safely inside before leaving you.

Prebooked transport for all appointments has specific targets as per the contract and we always aim to achieve these.

We aim to get you to the appointment in time, and then pick you up afterwards within an hour of the 'marked ready' time.

It is the responsibility of the facility that you attend to make sure the booking office are informed when you have finished your appointment.

## Feedback and queries

HTG-UK welcome your feedback on the service we provide. If you would like to provide feedback about our service, you can contact us

- by phone
- by email
- by post using the details below
- complete a feedback form online
- ask for a form from your crew on the day of travel

If you feel the need to raise a concern, or provide a compliment please raise this with our Patient Experience Team

### Contact HTG-UK Patient Experience Team:

#### Telephone

0808 164 4696 (9am-5pm Monday-Friday)

#### Email

PET@HTG-UK.com

#### Post

HTG-UK  
Harrison Place  
Whisby Road  
Lincoln  
LN6 3AH

#### Online Feedback form



For more information on our service, please visit  
[www.htg-uk.com](http://www.htg-uk.com)



Working in Partnership with the NHS

# Non-Emergency Patient Transport

From  
1<sup>st</sup> October 2024

Patient Information  
Leaflet

Norfolk & Waveney

HTG UK Ambulance Service, is the provider of non-emergency patient transport services for patients who are registered with an NHS Norfolk & Waveney GP Practice and have their transport prebooked.

We provide this service when you need to attend an NHS-funded appointment at a hospital or clinic, are discharged from hospital or need to transfer between centres and, because of your medical condition, you cannot make your own way.

RENAL DIALYSIS treatment appointments are automatically eligible for transport to and from their renal dialysis treatment.

## How to book transport:

To receive NHS funded transport, patients must telephone the  
**Booking & Enquiry Line**  
on:

# 0345 241 3012

*Available 24 hours a day, 7 days a week*

The Call Handler will check eligibility against the nationally defined criteria and book appropriately.

To find out more about the eligibility framework, please refer to the NHS website:

<https://www.england.nhs.uk>



You will need to have the following information to hand when speaking to the booking team:

- NHS Number
- Date of Birth
- GP Surgery you are registered with
- Full Address with postcode
- Mobility/Support needs
- Date, time and destination of appointment
- Access details of your property

Once your transport is booked, you will be given a booking reference number.

If the appointment changes or is cancelled, it is your responsibility to inform the **Booking & Enquiry Line** to either amend or cancel your booking, otherwise we will still attempt to collect you according to the original booking and the NHS or the patient may incur a cost.

If you provide the call handler with a mobile number, you can receive a free SMS reminder the day before your appointment; this also allows you to cancel that journey if you no longer require it.

## When the hospital books your transport

they will go through the same process on your behalf. If the booking is changed or cancelled, it will be their responsibility to notify the Booking & Enquiry Line.

## Not eligible for transport

If you are deemed not eligible to use the service, then you will need to make your own way to hospital for your appointment.

The call centre will be able to provide you with further information on the alternative transport options that may be available to you.

You can also find more information and contact details from your local Healthwatch Team, or by scanning the QR code:



**Patient transport is a vital resource for those who need it and should not be seen as an alternative to using public transport or a private vehicle if you are able to do so.**

Your GP practice or local hospital may be able to provide advice about the **Healthcare Travel Costs Scheme**, which may be of help if you are unable to afford the cost of the travel. Information can also be found:

[www.nhs.uk/nhs-services/help-with-health-costs](http://www.nhs.uk/nhs-services/help-with-health-costs)