



Working in partnership with the **NHS**

Hull

Non-Emergency Medical Transport Service

From 1 April 2017 TASL will be providing a quality, patient-focused non-emergency medical transport service to service users who are registered with a Hull GP.

**New
Service**



Professional, experienced and friendly service with a smile!



Hull

Clinical Commissioning Group

What is changing?

Your transport provider to and from healthcare appointments will change from Yorkshire Ambulance Service to TASL on 1 April 2017.

What do I have to do?

The number for making a booking is changing, if you would like to arrange a booking please call **0808 164 3780**.

What do I need to make a booking?

When you first book a journey you will need to provide your personal details including information about your GP. For each booking we need to know the time and location of your appointment.

How will I be assessed?

Entitlement to transport depends on whether you meet the eligibility criteria set out by NHS Hull Clinical Commissioning Group.

When you book your transport we will ask some questions which will determine your eligibility to use non-emergency medical transport services. This is to guide us on whether or not you have a medical need to use the service.

What happens next?

If you have an eligible medical need for non-emergency medical transport we will provide you with a unique booking reference and we will contact you prior to your journey.

When will I be collected?

We aim to collect you no more than one hour prior to your appointment for pre-booked journeys.

Who will collect me for my appointments?

Our friendly, fully trained staff will collect you from your place of residence. All of our team members wear ID badges and are there to listen to your needs during your journey with us.

What should I bring with me?

When travelling to a hospital, clinic or treatment centre please take the following:

- any appointment information or referral letter
- your medication
- house keys
- money for refreshments
- a change of clothes if you're being admitted

Can I take my own wheelchair?

You can take your own wheelchair provided that it is designed to be securely and safely attached to the vehicle's securing mechanisms, in line with current vehicle safety regulations. Alternatively, we will provide one for you.

Can I take someone with me?

You may bring one escort with you, but only if:

- you need support on a regular basis
- you need your carer/assistant to support you
- you have communicative or sensory difficulty, such as visual impairment, hearing loss or speech difficulties
- you are under 16 years of age.

Where do I wait when I am ready to go home?

Please report to the clinic reception area and inform them that you are ready to go home. Our crew will collect you from the waiting area to get you home safe and sound. You can also report to the Ambulance Liaison Office desk where a member of staff will organise a booking for you.

Can I be dropped off somewhere else?

Unfortunately, no. We are only able to transport you between your home and the location of your appointment.

Please remember:

- to advise us of any additional needs
- you may have to share your journey with others
- to respect the no smoking and no vaping policy

What do I do if I need to cancel my transport? **X**

Cancel transport by calling:

0808 164 3780

Don't forget to let the hospital or clinic know that you've cancelled your appointment

To receive this information in large print, audio format or an alternative language, please call us on our Freephone number on **0808 164 3780** to speak to a member of our communications team.

What if I am not eligible for the service?

Alternative transport

If you are not eligible for the medical transport service, you will need to make your own transport arrangements to get you to your appointment. If you are on low income, or in receipt of Income Support, Working Families Tax Credit or Income Based Job Seeker's Allowance, you may be able to claim back travel expenses through the Hospital Travel Claim Scheme (HTCS). HTCS forms are available from the main reception of Castle Hill Hospital or the second floor of Hull Royal Infirmary.

Community Transport may be available by contacting East Hull Community Transport on **01482 719600** or by visiting www.ehct.co.uk

Appeals

If you do not agree with the outcome of our eligibility assessment then you can call our appeals line on **0808 164 3780** and advise that you wish to appeal the decision. We will take you through the next steps.

The TASL Patient Relations Team can also be contacted at pet@thamesgroupuk.com and NHS Hull CCG Patient Relations service is available if required on **01482 335409**

Feedback

We welcome feedback on any aspect of the service and your comments will help improve the quality of service we provide.

TASL and NHS Hull CCG work closely together and the dignity, safety and wellbeing of service users are our highest priorities.

A service tailored to you

If you need medical support to travel to and from your healthcare appointments this leaflet is for you.

Medical transport services are for individuals who have a medical condition that prevents them from getting to their appointment.

We determine eligibility for access to this service following a short confidential telephone assessment.

Call us on 0808 164 3780 and we will guide you through an assessment. Our friendly and professional team are here to help.

Non-emergency medical transport is for service users who:

- have a medical condition that prevents them from travelling to hospital by other transport
- have treatment with side effects that requires the support of our specialist staff
- have a medical condition that might put them at risk from harm if they were to travel independently
- have health needs that require medical assistance during transport (for example, oxygen access)

Call our Contact Centre:

**0808 164
3780**



Providing specialist non-emergency medical transport services