



# Patient Transport Service Information

From The 1st July 2016 West Midlands Ambulance Service (WMAS) will provide your Non-Emergency Patient Transport Service for all patients registered with a GP in Cheshire, Warrington and Wirral Clinical Commissioning Groups (CCGs):

- NHS Eastern Cheshire CCG
- NHS South Cheshire CCG
- NHS Vale Royal CCG
- NHS Warrington CCG
- NHS West Cheshire CCG
- NHS Wirral CCG

## YOUR BOOKING EXPERIENCE

In order to make a booking or amend a booking from the 1<sup>st</sup> July 2016 the number you will need to call is **0345 425 0050 (local call rate)**. The booking line will be open from 8am to 6pm Monday to Friday and we aim to answer your call within 20 seconds.

When making a booking could you please provide the following details:

- Name
- Date of Birth
- NHS number
- Collection and destination addresses (including postcode)
- GP name and practice address
- Date and time of appointment
- Details of your medical and mobility needs

Each time you ring you will be taken through the eligibility criteria questions for us to gain an understanding of your medical and transport needs and assign the most appropriate transport for you.

Cancer and renal dialysis patients will be assessed at various intervals throughout their treatment.

Once your booking is complete we will ask you if you would like to opt in to our mobile phone text reminder service which will provide you with booking confirmation, journey reminder and 'we are on the way' text messages.

Trust us to care.

## YOUR JOURNEY

On the day of your journey, we will transport you in new fully equipped vehicles to meet your medical and mobility requirements. Our fully trained staff will ensure your comfort throughout the journey. Please remember to bring your hospital letter and any medication, it may also be useful to bring something to read and eat because you may be out for a long time.

We will keep your journey time to a minimum but please be aware that we may have to pick up other patients on route to your destination.

Once you arrive at your destination, either your driver or one of our dedicated ambulance porters, who are based in the main hospitals throughout the region, will take you to your department.

## AFTER YOUR APPOINTMENT

After your appointment, notify the clinic that you are ready to go home or you can use the electronic kiosks that are available in most hospital locations. The dedicated ambulance porters, and patient transport hospital liaison assistants will be on hand to help you in your local hospital.

You may have to wait for up to 90 minutes for your transport home and other patients again may have to be transported with you. We will keep your journey time to a minimum. Once you arrive at home, our staff will escort you into your home and ensure you are safe. Please note we can only transport you to the addresses provided at the time of booking.

## CONTACT US

If you require any more information or would like to leave feedback on your experience please do not hesitate to contact us or need this leaflet in another format or language. Please contact us at:

Tel: 01384 246370  
Email: [pals@wmas.nhs.uk](mailto:pals@wmas.nhs.uk)

**West Midlands Ambulance Service NHS foundation Trust,  
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