What do I do if my transport hasn't arrived?

If you need to check on the whereabouts of your transport on the day, please can E-zec on 0300 0110017

What if I have a follow up hospital appointment and require transport?

You will need to book transport for your follow-up hospital appointment by calling the E-zec Patient Transport Advise Centre.

What happens after I have a NEPTS booking?

You will receive a confirmatory phone call from E-zec before you travel.

What will happen when I arrive at my appointment?

You will arrive outside the hospital or clinic's entrance and if required assisted to the waiting area, clinic, outpatients department or ward.

What will happen at the end of my appointment?

A return journey is usually included in the transport provided for outpatient and day patient appointments unless a one-way journey is agreed at the time of booking. At the end of your appointment, please wait at the reception area of the clinic you are attending until your driver arrives to collect you.

Further information

For further details on the non-emergency patient transport service, please see the website:

www.hwpatienttransport.co.uk

Feedback

To provide feedback, compliments or to make a complaint about the service, contact E-zec on 0300 0110017.

Patient Transport Advice Centre

The booking office is open 08:00-18:00, 7 days per week, every day of the year; including Public/Bank Holidays.

Please call:

0300 0110017

If you would like further copies of this leaflet or in another format or language, please call 0300 0110017

E-zec medical

NHS

Non-Emergency Patient Transport Service



Herefordshire and Worcestershire Patient Advice Leaflet

Who is the NHS non-emergency patient transport service (NEPTS) for?

The non-emergency patient transport service is funded by the NHS for patients who, due to their mobility needs or medical condition, are unable to travel safely by other means.

The service is provided by E-zec Medical Transport Services Ltd on behalf of your local NHS.

Other transport options

Other options may be more appropriate for you. Please see the patient information websites below.

Herefordshire:
https://www.herefordshire.gov.uk/info/200187/transport/164/community_transport

Worcestershire:
http://www.worcestershire.gov.uk/info/20552/transport_and_travelling

These websites detail community programs to assist people with local transport.

Who decides if I am entitled to use NEPTS?

All patients who wish to be considered for the non-emergency patient transport service are required to be assessed by the E-zec Patient Transport Advice Centre against national eligibility criteria.

Who might be eligible to use NEPTS?

NEPTS is available if:

- Your medical condition means you cannot use other forms of transport without damaging your health
- Your mobility means that you would be unable to access healthcare by any other means
- You need the skills or support of PTS staff before/on/after the journey.

Examples include:

- All stretcher patients
- Some wheelchair patients
- Patients whose health would be damaged if they used any other form of transport
- Patients being transferred between hospitals
- Patients who require oxygen to be administered during the journey
- Patients who need to be monitored during the journey

I have had NEPTS before, will I continue to get it?

Your eligibility for NEPTS is considered each time you ask for patient transport, because your medical condition and your transport needs can change.

I have NEPTS booked, but something has changed.

If something has changed – such as, date, time, or location, (or, for example, a friend or family member is taking you, or the appointment has been cancelled) please call **0300 0110017** as far in advance as possible so they can change their schedule.

Can I bring someone with me? (for example, a non-medical escort or friend/partner)

Yes, where this is essential to ensuring a safe journey for you, the crew, and other patients travelling in the vehicle, so if:

- You are under 16 years of age – an escort must travel with you
- You rely on a translator
- You rely on a carer for communication
- You have mental health issues which mean that you must be accompanied by a known carer.

In all other cases, anyone intending to be with you for your appointment is responsible for arranging their own transport.

When will I be picked up?

It is not possible to give an exact pick-up time, but you can expect to be collected in time to attend your appointment. This will usually be within the two hours before your appointment.

Sometimes, due to unavoidable delays, your NEPTS transport may be late.

If so, the NEPTS service and hospital will do all they can so that you can still have your appointment. Transport will collect you as soon as possible after your appointment to take you home, although again there may be a delay.