

NON EMERGENCY PATIENT TRANSPORT SERVICES (PTS) ELIGIBILITY CRITERIA

NHS funded transport includes ambulance, cars, voluntary or taxi provision for non-emergency journeys to NHS treatment facilities for planned healthcare.

ELIGIBLE

A patient is eligible for PTS where one or more of the following applies:

- ✓ Travelling by any other means would have a serious detrimental effect on the patient's condition or recovery.
- ✓ The patient has restricted mobility and is unable to self-mobilise (ie is unable to stand or walk more than a few steps), including from a pre-existing condition, where it would be detrimental to their condition or recovery to travel by any other means.
- ✓ The patient requires support from a qualified PTS crew during the journey and is required to lie down for at least part of the journey or they are a stretcher patient.
- ✓ The patient is being transferred to another NHS facility and requires medical assistance during the journey.
- ✓ The patient requires continuous oxygen or other medical gases or intravenous support.
- ✓ Patients with clearly recognised disabilities who are genuinely unable to travel by private or public transport to and from their appointments.

NOT ELIGIBLE

A patient is not eligible for PTS where one or more of the following applies:

- The patient is able to travel by their own means. They do not require support from a qualified PTS ambulance crew and it would not have a serious or detrimental effect on their condition or recovery to do so.
- The patient has a member of family, friend or carer who could help with travel to and from the patient's appointment.
- The patient is registered as disabled but has their own means of transport which is suitable for transporting them back and forth to their appointment.
- The patient is able to, but is not willing to pay for transport and is not medically eligible
- The patient is unable to afford to pay for transport but is not medically eligible for PTS. In this instance, they may be eligible for support through the Hospital Travel Cost Scheme (HTCS) HC11 NHS – Help With Travel Costs Leaflet may assist patients. Eligible patients will need to complete an HC5 – Claim Form For Travel Costs.). The national HTCS advice line is 0845 850 11 66 for help and assistance.

PATIENT ESCORTS

Only professional escorts will normally be allowed to travel with patients. A family, friend, carer escort may travel only if the patient falls into one of the following categories:

- The patient is under 16 years of age;
- The patient has significant communication difficulties, including learning difficulties, impaired sight or is hard of hearing;
- The patient has mental health problems that prevents them travelling alone;
- The patient's clinical condition is such that they require constant supervision for safety;
- The patient requires a carer to assist them at their destination.
- The patient lacks the mental capacity to either make/translate the booking and/or be able to travel to their destination and be mentally fit.
- *NB: Mobility needs alone do not necessitate an escort as the patient's mobility needs will be met by ambulance transport crew or hospital staff.*