

## Useful contact information

### Traveline

To access information on public transport contact Traveline

Call 0871 200 22 33 between 7am – 8pm, or visit:  
[www.traveline.org.uk](http://www.traveline.org.uk)

### Healthcare Travel Costs Scheme

You may be able to claim your travel costs back at a NHS hospital or clinic at the time of your appointment.

For more information on the Healthcare Travel Costs Scheme visit [www.direct.gov.uk](http://www.direct.gov.uk) or call the NHS Patient Services helpline, on 0845 850 1166.

### Patient Advice and Liaison Service

If you would like any advice, or have any issues in relation to any aspect of your NHS care, please contact our Patient Advice and Liaison Service (PALS) on:

Phone: **0300 1239006** (24 hour answer phone)

Email: [pals.pct@ncumbria.nhs.uk](mailto:pals.pct@ncumbria.nhs.uk)

Please contact us on the above number if you would like this leaflet in any other language or format.

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# NHS

## Patient Transport Services

Using NHS transport to get to your appointment



# Patient Transport Services

Patient Transport Services (PTS) are provided for those patients whose medical condition means they cannot get to their appointment any other way.

The service provides a range of vehicle types and levels of care appropriate for the patient's medical need to ensure the patient travels as safe and as comfortable as possible to their appointment.

PTS is a vital resource for those who need it and recently revised criteria, based on national guidance, is applied to all new requests.

## **Am I eligible for PTS?**

All patients will be assessed on their suitability for PTS using a short and simple series of questions when booking.

## **How do I book my transport?**

**For Cumbria wide bookings, call 0845 1481733**

## **Can a friend or relative travel with me?**

Only parents and carers of patients who have been assessed as vulnerable can travel on NHS transport. Although we recognise patients would like the support of family and friends, places taken up in this way means that other patients with a medical need cannot be transported.

## **If I'm not eligible for PTS, what are the alternatives?**

- Public transport, for information on times and routes contact Traveline on 0871 200 22 33  
Or visit at [www.traveline.org.uk](http://www.traveline.org.uk)
- If you're on a low income you may be able to get financial help from the Healthcare Travel Costs Scheme, see details on the back of this leaflet

## **I've previously used PTS but now I'm being told I can't.**

### **My circumstances haven't changed, so why is this?**

The PTS eligibility criteria has been revised nationally by the Department of Health. North West Ambulance Service, who provide our service locally, has worked with NHS organisations across the North West to provide an improved and efficient service for those who really need it.

There are a range of alternative transport options for patients who do not meet the eligibility criteria, as outlined above.

PTS is a vital resource for those who need it and should not be seen as an alternative to a taxi or as a means to avoid the inconvenience or cost of parking.