



NHS
Lanarkshire

Are you eligible for ambulance transport?

Information leaflet



WHAT IS AMBULANCE TRANSPORT?

Most people attending a hospital or clinic appointment will be able to get there by walking, travelling by car, or using public transport.

However, some patients will need special ambulance transport which is provided by the Scottish Ambulance Service through its Patient Transport Service (PTS).



HOW DO YOU QUALIFY?

If you:

- ❖ need the skills of an ambulance care assistant during your journey
- ❖ have a clinical condition that means it would be harmful or detrimental to your medical condition to travel by public transport
- ❖ have a condition or disability that makes it difficult or undesirable to travel by any other means
- ❖ have a medical condition that means you must have an escort to travel with you to your appointment

you may be eligible for ambulance transport.

See the booking number on page 8.

CAN I BRING AN ESCORT?

An escort/carer can accompany you in certain circumstances, such as:

- ❖ You are under 16 years
- ❖ Your condition requires constant medical attention which is provided by your escort and supported by an ambulance care assistant.

Please note, the need to limit the number of escorts is to allow ambulance transport to provide the service to as many patients as possible.



WHAT TIME SHOULD I BE READY FOR COLLECTION?

The Booking Service (see number on back) will discuss your collection time with you at the point of requesting transport support.

WHO WILL COLLECT ME?

An ambulance care assistant will take you to the hospital/treatment centre in a vehicle that best supports your medical needs.

Other patients may also need to be collected by your ambulance transport.



WHAT WILL HAPPEN AFTER MY TREATMENT?



The ambulance care assistants will collect you from the hospital.

Sometimes, if your treatment takes longer than expected, alternative transport will be arranged to take you home. In such cases someone from the clinic or PTS will tell you when your transport will arrive.

WHAT ARE MY OPTIONS IF I DON'T QUALIFY FOR AMBULANCE TRANSPORT?

You can travel by car:

- ❖ There is free car parking at all three NHS Lanarkshire acute hospitals - Hairmyres, Monklands and Wishaw.



You can travel by public transport:

- ❖ All three hospitals are within a 10 minute walk of a train station.
- ❖ All NHS Lanarkshire's hospitals and health centres are also served by bus routes.



For transport information - including timetables, journey planners and routes, visit www.travelinescotland.com

You can also contact Traveline Scotland directly on
0871 200 22 33

A Traveline Scotland adviser will help you choose a bus or train service to make your journey.

YOU CAN CLAIM TRAVEL COSTS

Patient Travel Expenses (PTE) are paid to patients who do not have a medical need for ambulance transport and who need assistance with the cost of travel.

You may be entitled to expenses if you receive:

- ❖ Income Support
- ❖ income-based Jobseeker's Allowance
- ❖ income-related Employment and Support Allowance
- ❖ the Guarantee Credit part of Pension Credit

Some people receiving tax credits or on a low income may also be entitled to help.

You can also claim the travel costs of any arranged escort. Their travel costs are counted as part of your travel costs.

CLAIMING YOUR TRAVEL COSTS

You should use the cheapest means of transport available, which is usually public transport. If you travel by car, you can claim back for fuel used, up to the cost of making the same journey by public transport.

To claim travel costs, you should take the following things to the general office of the hospital you have travelled to:

- ❖ your travel receipts
- ❖ appointment letter or card
- ❖ proof that you get one of the benefits that entitle you to expenses

Ask at reception if you do not know where the general office is.

HOW DO I BOOK AMBULANCE TRANSPORT?

If you think you are eligible, please contact the booking service **AS SOON AS YOU HAVE RECEIVED YOUR APPOINTMENT LETTER**, no later than 8 days before your appointment **ON**

01355 244 460

Lines are open 9.00am - 4.30pm, Monday to Friday.
Please have your letter or card handy when you call.

An advisor will ask you a series of questions to determine your ambulance transport requirements.

Please note, failure to book transport within 8 days could result in a vehicle request refusal.

WHAT TO DO IF YOU CANNOT KEEP AN APPOINTMENT

If you cannot travel or your appointment is cancelled you must let us know on the free phone number.

0800 389 1333

- ❖ This is a 24 hour answering service where you will be asked to leave your name, address, telephone number and date of your ambulance journey.
- ❖ Failing to let the Scottish Ambulance Service know of a cancelled appointment results in wasted transport and ambulance crew time.
- ❖ It can also deprive or delay another patient who requires support.