



Yorkshire Ambulance Service **NHS**  
NHS Trust

*An Aspirant Foundation Trust*

**Patient Transport Service**



**PATIENT CHARTER**

# PATIENT TRANSPORT SERVICE

## What is the Patient Transport Service?

The Patient Transport Service (PTS) provides non-urgent, planned transport for patients to and from hospitals and/or clinics providing NHS services. It is provided for people with a medical need for transport. Not all patients are eligible for PTS transport.

## Who is eligible for PTS transport?

The Department of Health sets the rules for who is eligible for PTS transport to get to and from their NHS appointments.

Patients are eligible if:

- their medical condition is such that they require the skills or support of PTS staff during the journey, or where it would be detrimental to their condition or recovery if they were to travel by other means
- their medical condition impacts on their mobility to such an extent that they would be unable to access healthcare and/or it would be detrimental to their condition or recovery to travel by other means.



## **Can a friend or relative travel with me on PTS transport?**

The Department of Health rules say that an escort or carer can travel on PTS transport with a patient if their particular skills and/or support are needed during the journey. For example, this might be appropriate for those accompanying a person with a physical or mental incapacity, vulnerable adults or to act as a translator.

If the patient is a child under 16 they must be accompanied by a parent or guardian.

Provision of transport for escorts needs to be agreed in advance when the booking is made.

## **Working in partnership**

To achieve a high quality service which runs smoothly for patients we work closely with a number of partners:

- the commissioners who buy NHS services for their communities
- hospital and clinic managers.

We have worked with service users and the Yorkshire Local Involvement Networks (LINKs) to develop this Patient Charter. The Charter sets out our responsibilities and commitments to provide a high quality service. It also sets out the standards of conduct we ask from our service users.

## Our responsibilities

### Service Provision

- We will provide transport for patients and carers who have been assessed and who meet the medical eligibility criteria as set by the Department of Health.
- We will provide an appropriate vehicle and staff to meet the patient's mobility and/or medical need.
- Our vehicles will have suitable communications equipment on board to allow staff to maintain contact with the PTS Communications Centre and to navigate in any area.
- Our PTS staff will be suitably trained in driving, assisting/lifting patients into and out of vehicles, and in customer care. They will understand how to assist those with physical disabilities and/or mental health conditions.
- All PTS staff will have had a Criminal Records Bureau check.

### Safety

- Our vehicles will be appropriately equipped and subject to regular maintenance and safety checks.
- Our vehicles will be clean at all times. In the event of a vehicle becoming dirty in use it will be taken out of service until it has been cleaned.
- Appropriate first aid items will be carried on PTS vehicles and staff will be trained in first aid and basic life support.

## Our commitments

### Timeliness

- We aim to ensure that patients reach their hospital/clinic in time for their appointment.
- We aim to ensure that patients are collected from the hospital/clinic as soon as possible after the hospital/clinic tells us that they are ready to travel home.

### Communication

- If, due to unforeseen circumstances, our service is running late we will take steps, where possible, to keep patients informed. This may be via the staff at our patient reception centres or the staff at your ward/clinic.
- If our service ever has to be cancelled, for example due to adverse weather, we will take steps to advise all patients with booked transport. This may be via local media such as local radio.
- We welcome all feedback on our service, whether this is positive or negative. If you make a complaint or tell us about a concern we will acknowledge your feedback within 5 days. We will aim to provide a full response within 25 days.
- If you send a commendation about the excellent conduct of a staff member we will acknowledge your feedback and pass it on to the person concerned.

### Dignity and Respect

- Patients and carers will be treated with dignity and respect at all times, in line with the principles of Yorkshire Ambulance Service's Dignity Code.
- Yorkshire Ambulance Service respects diversity and will ensure that services can be accessed fairly by all, irrespective of gender, race, disability, age, sexual orientation, religion or belief.

## Clinic/GP/booking officer responsibilities

- The person booking the transport for you will agree with you where you will be picked up, the time you should be ready and your destination.
- The person booking the transport for you will consider your mobility and/or medical needs, whether you need to travel with a wheelchair or other mobility aid and if you have any other specific needs.

This information must be provided to Yorkshire Ambulance Service at the time of making the booking to ensure that you are attended by an appropriate vehicle and staff.

- You will be given a number to call in the event that you no longer need your transport.

*Please be aware that calls to PTS may be monitored for quality purposes.*



## Patient responsibilities

- You must advise PTS or the clinic/person who made your transport booking as soon as possible of any changes to your requirements for example your appointment time or if you no longer need transport.
- You must advise PTS or the clinic/person who made your transport booking if your home address or other contact details change.
- You must be ready to travel from the agreed time.
- You must be polite and respectful to drivers and fellow passengers. Yorkshire Ambulance Service has a zero tolerance approach to any acts of violence or aggression.
- You must not distract the driver or attempt to delay the journey for any non-medical reason. Delays to one journey can cause further delays for other patients.
- Food consumption is not permitted in PTS vehicles except where you have a medical need, for example if you have diabetes.



## **Tell us about your experience**

We value all feedback about our service and will use your comments to help us develop our service in the future.

You can give us your feedback in the following ways:

- Fill in a PTS comments card. These should be available in all PTS patient reception centres.
- Write to us at Patient Services, Yorkshire Ambulance Service, Springhill 2, Brindley Way, Wakefield 41 Business Park, Wakefield, WF2 0XQ.
- Telephone our Patient Services team on: 0345 1220535.

If you would prefer this document in a different format, such as another language, large print, Braille or audio tape, please contact our Corporate Communications team on 0845 124 1241, at Trust headquarters, to discuss your requirement.