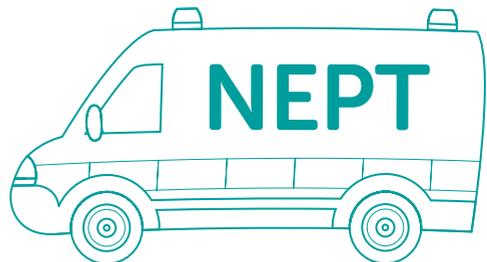


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Birmingham, Sandwell and Solihull  
Non-Emergency Patient Transport Service

# Patient Charter

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## Introduction

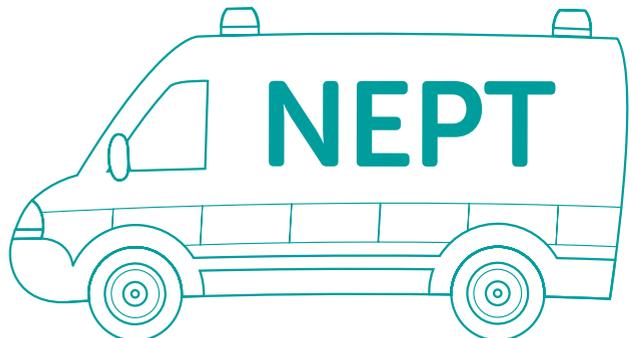


This patient charter has been developed by clinical commissioning groups in Birmingham, Sandwell and Solihull, in partnership with a range of stakeholders.

### **The aim of the patient charter is to ensure that patients:**

- Understand what to expect from the service;
- Can access the same level of service across Birmingham, Sandwell and Solihull;

The patient charter only applies to non-emergency patient transport. It will be reviewed annually in partnership with users of the service.



## Booking your non-emergency patient transport services (NEPT)



You can expect that we will provide an easy and efficient booking service for patients.

If you request non-emergency patient transport we will have to assess if you're eligible by asking you a number of questions or the person booking on your behalf. Eligibility for free NHS transport is based on medical need only and is assessed on a case by case based.

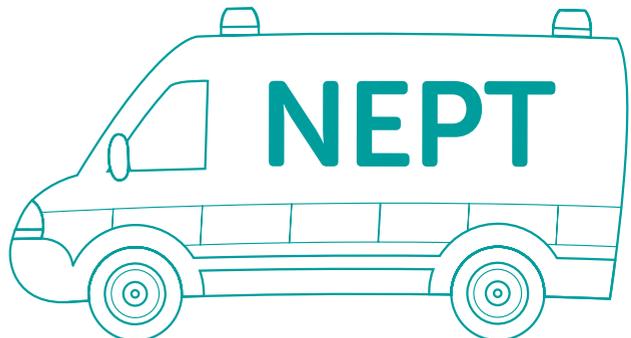
If you're eligible for non-emergency patient transport you can expect that we will provide you with a booking reference number and estimated collection time.

You can sign –up to receive transport booking reminders or travel status updates for all your journeys and we promise to keep in touch with you by text message (SMS), if you wish.

If you no longer require the non-emergency patient transport that you have booked, you agree to cancel in advance.

You commit to only requesting, or using, non-emergency patient transport if you have a genuine medical need.

If you're not eligible for non-emergency patient transport, you can expect that we will provide you with travel information to help you travel to your appointment. Or if you're on a low income you may qualify for help towards the cost of travel through the Healthcare Travel Costs Scheme.



## Getting you to the NHS healthcare service



If you have signed up for SMS travel status updates you can expect regular updates letting you know when your transport will arrive to collect you.

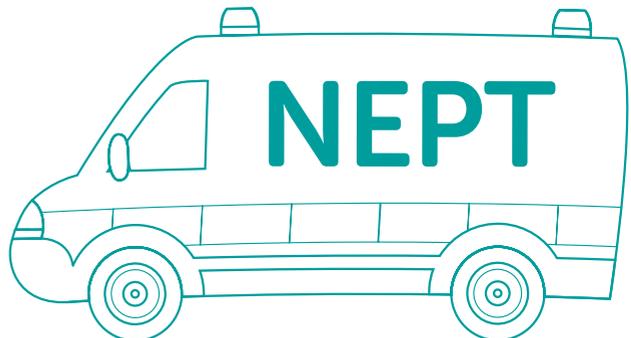
If you do not wish to receive SMS travel updates you can expect that we will let you know by telephone **20 minutes** prior to your collection that we are on our way, confirming your pick up time and letting you know the name of the member of staff collecting you.

You can expect that all of our staff will show you their identification and provide you with a friendly welcome to help you access the vehicle.

When your collected you can expect that we will let you know if you will be taken directly to your appointment, or if there will be any other pickups on the way to the treatment centre, we call this a 'multiple pick up'.

You can expect that staff will provide the support you need to safely get in the vehicle. We will help ensure you have any equipment, medication and appointment letters that you may need to take with you to your appointment.

An eligible escort may travel with you, where they have the skills or support that cannot be provided by the patient transport staff. Please see the eligibility policy for details



## During your journey



If you live within 15 miles of their treatment centre, we will aim to make sure that your journey time doesn't exceed 60 minutes, once you have been picked up. We will keep you updated about any delays caused by traffic or bad weather along the way.

You can expect that the ambulance vehicle will be clean, safe and comfortable.

You can also expect that our patient transport staff will talk to you during the journey, to check that you're ok and advise you once you're near to your drop off health service.

You can expect that patient transport staff will communicate with the hospital if there are any delays and they will make any arrangements for you, so you can relax and not worry.

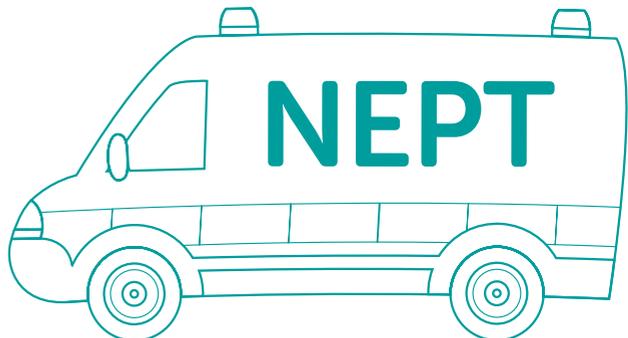
## Arriving at NHS healthcare service



You can expect that staff will take you to the agreed location at the healthcare service you're travelling to; ensuring you can get to your appointment on time.

We aim to ensure you arrive no more than **45 minutes** before their appointment time.

You can expect to be left at the hospital safely, with a hand over to staff and with all your belongings.



## Going home, or to another destination



You can expect that non-emergency patient transport staff will **collect you from the same location that you were dropped** and that this will be a friendly, safe and comfortable area to wait.

We will collect you within 30 minutes of your scheduled collection time for planned journeys and same day requests within 120 minutes (2 hours).

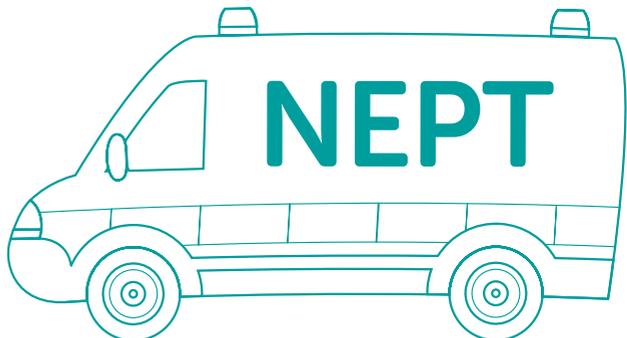
If you're being discharged from a ward we will collect you within 30 minutes of your scheduled collection time for planned journeys and same day requests within 120 minutes (2 hours).

You can expect that healthcare staff will continue to care for you and ensure you're comfortable until you're discharged and collected.

You can expect to receive SMS text travel status updates from your return or outward journey if you have signed up to this service.

You can expect to be informed before starting your return journey of the estimated time it will take to get you home or other destination and if there will be any other drop-offs, if it is a multiple pick-up.

We will ensure that all patients are supported to leave the vehicle safely and safely at home.



## Customer service & dignity



We aim to provide a fair and good quality service for everyone.

You can expect a friendly, caring and patient focused transport service. We expect the highest standards of care from our staff at all times.

We will aim to ensure that your patient journey is well coordinated and work closely with your healthcare service to make this happen.

We aim to organise non-emergency patient transport using local knowledge of the area, to make sure we reduce any delays and provide the most efficient service to patients. We are committed to ensuring that our service is dementia friendly.

Respecting your dignity is at the centre of everything we do and how we will treat you.

## Tell us what you think



You, or your carer, have the right to let us know if we get things wrong or you think we can improve the non-emergency patient transport service.

We pledge to actively encourage patient or carer feedback and encourage you to rate the patient transport service after every journey; you can do this by signing up to SMS patient feedback service. Or at any time you can contact us to tell us what you think of the service you have received.

You can expect that we will let patients, carers and the public know how their feedback is helping us to improve the service so each year we will publish a You Said We Did Report each year.

## Contact Us

