



South Central Ambulance Service **NHS**

NHS Foundation Trust

AMBULANCE

EMERGENCY EXIT

NON-EMERGENCY PATIENT TRANSPORT SERVICE

A reference guide for Healthcare Professionals
- Sussex 2017

THIS VEHICLE
IS LIMITED
TO 62MPH

↑
TO OPEN
PULL HANDLE



INTRODUCTION

South Central Ambulance Service NHS Foundation Trust (SCAS) is taking over the provision of the Non-Emergency Patient Transport Service for patients registered with GPs in:

- » Brighton and Hove CCG
- » Coastal West Sussex CCG
- » Eastbourne, Hailsham and Seaford CCG
- » Hastings and Rother CCG
- » High Weald Lewes Havens CCG
- » Crawley CCG
- » Horsham and Mid Sussex CCG

In order to minimise disruption to patients, the transfer to SCAS will be phased. SCAS will take responsibility for the following journeys from **1 March 2017**:

- » Transfers
- » Discharges
- » Out Of Area patient movements for non Sussex CCG registered patients
- » Repatriation of Sussex CCG Patients back to area

The following journeys will be provided by SCAS from **1 April 2017**:

- » Outpatients
- » Renal
- » All other journeys

WHO AND WHAT THE SERVICE COVERS

The Non-Emergency Patient Transport Service (NEPTS) is designed for the non-urgent, planned transportation of patients with a medical need for transport, to and from a premises providing NHS funded healthcare, and between NHS Healthcare Providers. A non-emergency patient is one who, whilst requiring treatment, which may or may not be of a specialist nature, does not require an immediate or urgent response.

Journeys undertaken are therefore:

- » Planned outpatient appointments. The routine movement of patients to and from their place of residence and their outpatient appointment
- » Discharge from hospital. Movement of patients from acute and community, mental health and diagnostic contractors in or around the commissioning area
- » Repatriation of patients registered with a GP in the commissioning area from hospitals around the country
- » Admission to hospital. Movement of patients from their place of residence or another healthcare facility to acute, community, mental health and diagnostic contractors, in and around the commissioning area

Hours of operation for transport

All transport services are available during the following hours (first and last pick up):

- » **07:00 - 22:00** Monday to Saturday
- » **08:00 - 20:00** on Sundays and Bank Holidays
- » **06:00 - 23:00** Renal patients - all days, incl Bank Holidays

Hours of operation of contact centre

- » Online booking is available 24/7, 365 days a year
- » Booking via the contact centre is available Monday-Saturday 07:00 – 20:00, and Sundays/Bank Holidays 08:00 – 17:00
- » Contact centre number: **0300 123 9841**

Booking cut-off times

- » Discharge and Transfer bookings after 17:00 will be treated as if they are made the following day, i.e. 'on the day', as will Outpatient bookings after 15:00 (these will only be taken by exception)
- » The deadlines for 'on the day' bookings are 20:00 (Mon-Sat), and 18:00 (Sun)

Requests after these times will need to be made through the SCAS Contact Centre.

Please note:

- » All treatment centres will form part of this contract from the onset
- » Renal patients are included

Escorts

All requests for a patient to travel with an escort (e.g. a relative or carer) to provide support or supervision during their journey must be made at the time of booking. Escort requests will be approved for eligible patients who meet the following criteria:

- » Aged 16 or under
- » A disability prevents them travelling alone on private or public transport, where the escort will provide an enhanced level of care not available from the PTS crew, both during the journey and at the destination
- » A current mental or physical health problem prevents them travelling alone
- » A medical condition requires constant supervision for their safety or the safety of others

Mobility needs alone do not necessitate an escort, as such needs will be met by ambulance or hospital staff. Escort requests for patients to travel with a dependent who does not meet the criteria above will be reviewed by exception.

PATIENT ELIGIBILITY

Each patient's entitlement to NEPTS is subject to eligibility criteria, comprising a standard assessment process based on their current physical and mental health and mobility.

The principle for the entitlement to NEPTS is defined as:

- » The patient has a medical condition such that they require the skills of ambulance staff or appropriately skilled personnel on or for the journey, and/or
- » Following a documented clinical decision, it has been determined that the medical condition of the patient is such that it would be detrimental to their condition or recovery if they were to travel by any other means

NEPTS transport will be provided to patients who:

- » Cannot manage any journey in private or public transport for the 'activities of daily living'* due to current mobility issues or mental health condition (*definition includes any daily activity we perform for self-care, such as feeding ourselves, bathing, dressing, grooming, work, home-making, and leisure)

- » Are unable to travel by private or public transport for the 'activities of daily living' due to their disability, and are not in receipt of an enhanced mobility element of the Disability Living Allowance (DLA) or Personal Independence Payment (PIP)
- » Are attending for active treatment known to cause physical side effects
- » Attend frequent, reoccurring healthcare appointments for the same condition, who are deemed eligible for NEPTS by a clinician at their treatment centre
- » Are unable to travel via alternative means for the 'activities of daily living' because it would be detrimental to their current medical condition

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

- » They are registered with a non-Sussex GP, including those admitted to hospital and requiring transport home
- » They require transport outside UK
- » Transport is to the person's GP surgery for the purpose of a GP or Practice Nurse appointment defined as core new General Medical Services (nGMS)/Personal Medical Services (PMS) activity
- » They have presented at a GP practice with a history of violent or challenging behaviour and been deemed to pose a threat to that practice and its staff

- » They are a prisoner (transport is provided by the Prison Service), or a secure or forensic patient attending court hearings

Patients who do not meet the criteria will be signposted to our directory of alternative transport.

The following journeys are not eligible for NEPTS transport:

- » All journeys outside the hours of operation of NEPTS
- » Intra-site transfers to support patient flow within local hospitals
- » Inter-site transfers requiring paramedic support (these will be covered by 999)
- » Accident and Emergency (A&E) ambulance transport (high dependency, emergency, critical care), including hospital transfers of an urgent or emergency nature to move the patient to a higher level of care. Emergency transfers are covered by the A&E Service Contract
- » Sectioned and secure patient movements
- » Neonatal transport services
- » Paediatric intensive care transport
- » Patients assessed to be ineligible for NHS-funded transport
- » Conveyance of supplies, mail or any other goods (unless previously agreed with the Commissioners)



HOW TO BOOK

All bookings must be placed using the online booking system, unless they are classed as 'complex' (see page 6).

Information on how to use online booking can be found by clicking on the web link [here](#)

Patients can also book their own journeys online (via the Patient Zone on the SCAS website) from 1 April 2017.

You will need to have the following information to hand to book transport:

- » Patient's NHS number
- » Name of patient
- » GP practice that the patient is registered with
- » Patient's contact details:
 - › Home address
 - › Contact telephone number
- » Booking details:
 - › Date transport required
 - › Time of patient's appointment (if being transported to a healthcare centre)
 - › Location of patient's appointment (if being transported to a healthcare centre)
 - › Time patient will be ready for discharge (if being transported home)
- › Time patient will be ready for transfer (if being transported from one health centre to another)
- » Special requests:
 - › Mobility – if the patient wishes to travel in their own wheelchair, you or the patient must confirm it is ISO 7176 compliant at the time of booking
 - › Specify any additional support the patient might need during transport, in terms of people or equipment
 - › Specify if the patient will be travelling with an escort, and the reason for this

Amending or cancelling a booking:

If the patient's transport needs change (for example, if their appointment is changed or cancelled) either you or the patient must amend or cancel the booking by calling the Contact Centre on 0300 123 9841.

Translation into other languages

SCAS provides a translation service for patients for whom English is not their first language. To access the Language Line service, an English-speaking friend, relative or support-provider should call the contact centre on 0300 123 9841. We will then make arrangements for the patient to speak to the translator who will provide the service information in their native language.

MOBILITY GUIDE - 'STANDARD' JOURNEYS

The journey options on this page **MUST** be booked using the online system.

Vehicle	Crew	Type	Description
		W [Walker]	Vehicle of any sort. Minimal assistance required.
		SC [Single Crew]	1 Crew, Ambulance Care Assistant. No attendant required. Patient can transfer to a seat on the ambulance.
		TIC1 [Travel in chair with single crew]	1 Crew, Ambulance Care Assistant. No attendant required. Patient requires to travel in a wheelchair. Please state if patient is <i>Travel in own chair</i> or <i>Requires crew chair</i> . For patients travelling in electric wheelchair please select <i>Electric wheelchair</i> under Travel requirements .
		TIC2 [Travel in chair with double crew]	2 Crew, Ambulance Care Assistants. Attendant required in back of resource to administer oxygen, etc. Please state if patient is <i>Travel in own chair</i> or <i>Requires crew chair</i> . For patients travelling in electric wheelchair please select <i>Electric wheelchair</i> under Travel requirements .
		DC [Double crew]	2 Crew, Ambulance Care Assistants. Attendant required in back of resource to administer oxygen, etc.
		STR [Stretcher]	2 Crew, Ambulance Care Assistants. Stretcher required.

MOBILITY GUIDE - 'COMPLEX' JOURNEYS

We can also transport patients that have more complex requirements, such as the mobility restrictions in the table below. However, these transport requests need to be booked by phoning the Contact Centre on 0300 123 9841. They cannot be booked using the online system.

Vehicle	Crew	Type	Description
		BP WC [Bariatric Patient - wheelchair]	2 Crew, Ambulance Care Assistants. Bariatric patient travelling in bariatric wheelchair.
		BP STR [Bariatric patient - stretcher]	2 Crew, Ambulance Care Assistants. Bariatric patient travelling on bariatric stretcher.
		MULTI CL [Multi crew lift]	Multi crew lift at home address requiring more than 2 crew members. Would require assessment.
		ECC [Enhanced clinical care]	Providing an enhanced level of service to cover all the needs of high dependency patients, such as those with complex medical needs or infectious/communicable diseases, where a higher level of crew skills will be needed. Please note: these journeys require 24 hours notice so correct skill level of crews can be sourced.

Patients who wish to travel in their own wheelchair

Patients can only travel in their own wheelchair if the make and model is compliant with International Organisation for Standardisation (ISO) 7176.

You will need this information at the time of booking. If you are unsure if the patient's wheelchair is ISO 7176 compliant, you or the patient will need to contact the manufacturer.

If you are unable to confirm whether the patient's wheelchair is ISO 7176 compliant, the patient will need to be transferred to a compliant SCAS NEPTS wheelchair (if possible) for their journey.

CONTACT DETAILS

If you have any questions regarding the Non-Emergency Patient Transport Service for Sussex, please email SCAS at **PTSSussexQ&A@scas.nhs.uk**

www.scas.nhs.uk

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