

BOOKINGS

When you transport is being booked you will be given a time and date for collection.

As well as the time and date of your appointment, the following information would be very helpful:

- A contact telephone number
- Information that may help the ambulance driver (e.g. if you live in a high tower block with no lift; if you are hard of hearing; if you have special needs)
- The name of the consultant/department you are visiting at the hospital

CANCELLATIONS

Please tell us as soon as possible if you will not be needing the transport you booked.



Just telephone the **Transport Desk** on **0208 296 2451** to cancel your booking. By not cancelling you may deprive someone else of transport

ESCORTS

If, because of your medical condition, you need to have an escort, an extra place should be booked for them at the time your booking is made. **If your escort is unable to come, please let us know as soon as possible by phoning the Transport Desk.**

WAITING AT HOME

Please be ready for your transport 90 minutes before your appointment

The vehicle may have other people to collect, and traffic problems may cause delays.

We will do our best to collect you so that you arrive at the hospital within 30 minutes of your appointment.

We don't expect you to be waiting at the door with your coat on, but it would be helpful if you are dressed and able to leave a few minutes after the driver arrives.

WAITING TO GET HOME

When you are ready to go home, please go to the hospital Transport Desk.

If you need assistance, ask the department to organise a porter.

We will order a vehicle immediately, and you should not have to wait more than 60 minutes for your transport home.

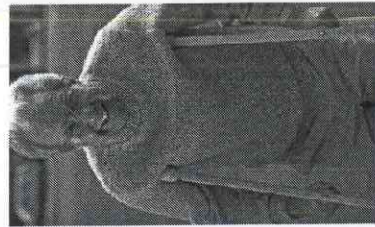
INTRODUCING YOUR TRANSPORT SERVICE

This leaflet has been written to explain the transport services that may be available to patients.

Epsom & St Helier University Hospitals NHS Trust is able to arrange transport for people if they are:

- Booked to attend one of our hospital clinics for consultation
- Booked to come into the hospital for treatment
- Booked in for day care

and are not sufficiently mobile to arrive on public transport.



To ensure the transport is being used appropriately and efficiently, each request will be assessed by our staff against a set of criteria.

Who can use the service?

All patients for whom hospital transport is arranged must be attending the hospital or outreach clinic premises for treatment, consultation, or hospital day care. The patient must also satisfy at least ONE of the following:

- The patient is unable to walk or is not sufficiently mobile to use their own or public transport
- The patient's condition could deteriorate with little or no warning
- The patient is having treatment (e.g. radiotherapy / chemotherapy) which means he/she will not be able to travel home by public transport
- The patient, by virtue of his/her mental state, is considered vulnerable and might be at risk travelling alone
- The patient requires the presence of a second ambulance person because of his/her medical or mental condition.

Who provides the service?

GSL provides the patient transport service on behalf of Epsom & St Helier University Hospitals NHS Trust at St Helier Hospital, Sutton Hospital, Nelson Hospital and four Renal satellite sites

How will I recognise the staff?

All the ambulance staff wear identification badges with their name and photograph, and are in uniform. Please ask to see their identification badges.

The uniform consists of
White Shirt
Blue Trousers
Blue Fleece
Hi Visibility
jacket in bad weather



Quality Patient Care

We always strive to improve the care we give to our patients, and our transport services are no exception. We expect high standards of safety, driving, courtesy, care and consideration.

If you do not receive such a service or have any concerns, please contact the Patient Adviser on: **0208 296 2451**

We are always pleased to hear any comments or suggestions you may have. Please fill in a Patient Questionnaire which is available from the main Patient Transport Reception desk at St Helier Hospital.