



ERS Medical
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NHS

Mid Essex

Clinical Commissioning Group

Are you eligible for NHS-funded transport?



This leaflet is produced by Mid Essex Clinical Commissioning Group (CCG) for all patients registered with a GP in the districts of Braintree, Chelmsford and Maldon.

It tells you about NHS-funded, non-emergency patient transport and who's eligible to use it.

This is about journeys to healthcare appointments—not emergency ambulance services for a life-threatening emergency.

If your GP is outside of mid Essex then you would need to check with your local CCG for further information. *See back cover on how to contact your local CCG.*

What is non-emergency patient transport?

One of the healthcare services the CCG buys on your behalf is transport for people with a medical need, to help them get to and from their healthcare appointments.

By healthcare appointments, we mean planned visits to hospital outpatients and community clinics, following a referral by your GP. NHS-funded transport does not cover journeys to GPs, dentists, pharmacies and opticians.



How do I know if I am eligible?

All patients will need to have an assessment to determine your medical needs and what support you would need on the journey.

The assessment may be done face to face with the doctor or nurse who is responsible for your care, or it could be done over the phone by the transport assessment and bookings team.

The guideline for eligibility is a national standard that was published by the Department of Health in August 2007.

See the link below:

<http://bit.ly/UccmWQ>

Is this a new thing?

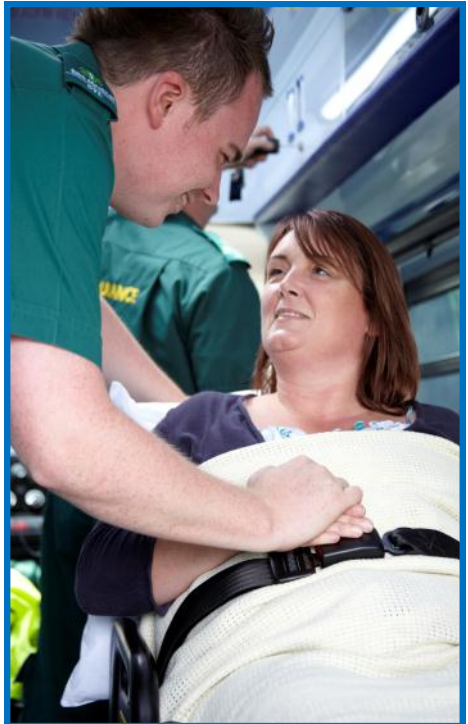
Eligibility for non-emergency patient transport is not new.

National guidance was first published in 1991 and updated in 2007.

What is new for 2014 in mid Essex, there is a new provider of

the service —ERS Medical. As part of the contract, ERS Medical will be following the criteria set out by the Department of Health.

All requests for transport will be assessed according to their medical need.



The main points about eligibility

NHS-funded patient transport, if you have a medical need for it, is part of your programme of care.

You may be eligible for it if:

- you have a medical condition that requires the skills and support of staff as part of your journey and/or the journey by any other means would be detrimental to your condition or recovery
- you have a medical condition that affects your mobility to such an extent that you would not be able to get to your appointment and/or the journey by any other means would be detrimental to your condition or recovery

Your eligibility should be determined either by a healthcare professional or by a non-clinically qualified member of staff who is both:

- clinically supervised and/or working within locally agreed procedures
- employed by the NHS or under contract for the NHS.

You may be able to have your carer with you on the journey if their particular skills are needed.

However, they wouldn't be able to travel without you; so if you had to stay in hospital, your carer would have to arrange their own way home.

What your assessment would take into account

We have agreed, with local health services and ERS Medical, a mid Essex procedure for assessment.

For more information on this visit the link: www.midessexccg.nhs.uk/your-nhs/patient-transport





The following circumstances are examples of where you would be automatically assessed as eligible for NHS-funded transport:

- you are being transferred from one hospital to another and you have a medical need during the journey
- other means of travel would present a clinical risk
- there is a reasonable possibility of an event occurring during the journey that requires skilled assistance
- you have immunodeficiency and would be at risk of infection by travelling on any other means of transport
- you need to be transported on a stretcher
- you need to travel in a wheelchair and you are unable to use public transport (and you don't have an adapted vehicle or mobility allowance)
- you cannot use public transport because you have a medical condition that would compromise your dignity or cause public concern
- you have severe communication difficulties which prevent you using public transport
- you have a sensory impairment, such as blindness, profound deafness or have speech difficulties, which mean you, are unable to travel alone

Other examples of circumstances where you may be assessed as eligible for NHS-funded transport:

- you are unable to walk without continual physical support
- you have learning or communication difficulties, or a confused state of mind and you are unable to use public transport, and you do not have a carer who could transport you or accompany you on public transport
- there is a risk of side-effects as a result of the treatment you receive
- your medical condition could present a danger to yourself or others



How to book NHS-funded transport

If you need help getting to and from your healthcare appointment, you can either:

- Speak to the doctor or nurse that is responsible for your care and ask them to assess your medical needs
- Or phone the patient transport assessment team at ERS on 0333 240 4083

What to do if you are not satisfied with your assessment

If you are not happy with your assessment for patient transport, the first step is to take this up with the organisation that did the assessment.

The best way to do this is to write to the complaints team within the organization explaining why you are not satisfied.

The contact details for ERS Medical are Hetton Court, The Oval, Leeds LS10 2AT or telephone 0333 240 4083.

For any other healthcare organisation check their website or phone the switchboard and ask for details of where to send complaints.

If you are still not satisfied with the response, you can write to us at the CCG and we will investigate the matter for you. *See back cover on how to contact your local CCG.*

What if I am NOT eligible for patient transport?

If your assessment shows you do not have a medical need for patient transport, you may still be able to get help from voluntary organisations and community transport schemes in mid Essex.

For more information visit <http://www.midsexccg.nhs.uk/your-nhs/voluntary-organisations>

Or contact our PALS team on **01245 459 459** for more information.

Help with travel costs

If you are not eligible for NHS-funded patient transport and need help to pay for the costs of transport to your healthcare appointments, you may be able to claim a refund through the national Healthcare Travel Costs Scheme.

www.nhs.uk/nhsengland/Healthcosts/pages/Travelcosts.aspx



This leaflet is available from GP surgeries, Citizens' Advice Bureau, voluntary organisations and local health services in the districts of Braintree, Chelmsford and Maldon.

You can see more information about patient transport and download this leaflet from our website at www.midessexccg.nhs.uk/your-nhs/patient-transport

The information in this leaflet is for people living in mid Essex and/or registered with a mid Essex GP.

If you would like more information, more copies of this leaflet or a different format, or you would like to talk to someone about patient transport, please contact us at Mid Essex CCG on *01245 459 459* or email *meccg.ppe@nhs.net*

If you think you are eligible, and you would like an assessment to book NHS funded patient transport, please phone *0333 240 4083*.

Address to write to the CCG

Mid Essex Clinical Commissioning Group

Wren House, Hedgerows Business Park

Colchester Road, Chelmsford

Essex, CM2 5PF.