



Non-Emergency Trust Funded Transport

(Internal Transportation)

This procedural document supersedes: CORP/FAC 2 v.3 – Non-Emergency Patient Transport Policy and Procedure.



Did you print this document yourself?

The Trust discourages the retention of hard copies of policies and can only guarantee that the policy on the Trust website is the most up-to-date version. **If, for exceptional reasons, you need to print a policy off, it is only valid for 24 hours.**

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Amendment Form

Version	Date	Brief Summary of Changes	Author
Version 4	8 July 2015	<ul style="list-style-type: none"> • Minor changes throughout, please read in full • Added Appendix 1 – Understanding Eligibility Criteria for NHS Funded Patients 	W Bramhall and N Little
Version 3	April 2012	<ul style="list-style-type: none"> • Title Change • Major amendments throughout, please read in full 	W Bramhall and N Little
Version 2	April 2007	<ul style="list-style-type: none"> • CORP/FAC 2 v.1 – Transport Policy and Booking Procedure and CORP/FAC 4 v.1 – Ambulance Booking Policies and Procedures incorporated into one document to make – CORP/FAC 2 v.2 Non-Emergency Patient Transport Policy 	W Bramhall
Version 1	2005	<ul style="list-style-type: none"> • Ambulance Booking Policies and Procedures 	W Bramhall

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1. OPENING STATEMENT

- Trust Funded Transport is a valuable resource which is available to Patient groups who satisfy and meet the criteria for access to it
- It will only be provided if the Patient's Clinical / Medical Condition prevent them from safely using other travel options to get to or from their appointment.
- Previous access to NHS Funded Transport is not a guarantee that the Patient will be eligible in the future or throughout the course of their treatment.
- Any Patient that can travel without detriment to their condition should be funding the costs themselves.
- Once a patient is discharged and there is no more medical / clinical care needed, no medical / clinical intervention required on the journey home and the patient can travel without detriment to their condition. If a taxi has been arranged or requested then the patient should be funding the costs for their journey home.
- Do not say “**do you need transport?**” or “**we will get you transport**”.
- We do not provide transport for social need, if transport is demanded under this category the ward / directorate will be recharged.
- If a patient is eligible for transport, in the first instance the relevant ambulance services must be contacted.
- Trust funded transport should only be booked for on the day or within 48hrs (eligibility will still apply).

2. EQUALITY IMPACT ASSESSMENT

As part of its development, this policy and its impact on equality have been reviewed in consultation with the equality Impact Assessment Group. An Equality Impact Assessment (EIA) has been conducted in line with the principles of the Equality Impact Assessment Policy and the Fair treatment for all policy.

The purpose of the EIA is to minimise and if possible remove any disproportionate impact on employees on the grounds of race, sex, disability, age, sexual orientation or religious belief. No detriment was identified. See Appendix 4.

3. IMPORTANT INFORMATION

- PATIENTS **DO NOT** HAVE A RIGHT TO TRUST FUNDED TRANSPORT UNLESS THERE IS A CLEARLY DEFINED CLINICAL NEED FOR TRANSPORT TO BE PROVIDED.
- All Patient Transport Services are commissioned by NHS Doncaster & NHS Bassetlaw (but funded by DBH Trust) and provide the following regulation
- Any Patient that can travel without detriment to their condition should be funding the costs themselves.

- First & foremost, when making Taxi or Trust owned Transport bookings, consider the financial consequences of your actions.

What can you do to help?

- Please **DO NOT OFFER** Trust Funded Transport.
- In the first instance, all Patients should be informed that it is their responsibility to make their own arrangements for transport to and from the hospital, whether it is for out patient appointments, admissions or discharges.
- Patients to pay for own taxi.
- Remind Patients to ask family or friends to start taking their belongings home on the run up to leaving Hospital.
- If a Patient came in by Emergency Ambulance it is not an automatic guarantee they will get Trust funded Transport Home.
- If a Patient has traditionally travelled by Trust Funded Transport, staff must challenge whether the Patient meets the eligible criteria.
- Has the Patient all their medications ready for discharge with them as Transport will **NOT** be provided later.
- No Patient is being denied Hospital Transport if there is a clearly defined clinical need.
- We do not provide Hospital funded Transport for social need.

Staff will be encouraged to ensure patients and their relatives make their own transport arrangements. On admission, staff should check with the patient who will be collecting them when they are discharged from hospital. Staff will make a note of the name and telephone number of this relative or carer who will collect the patient.

Note: Staff will be expected to only book transport when a patient has been deemed eligible and have a clinical need for NHS funded PTS.

Staff are encouraged to always be stringent on using PTS. Staff are not permitted to book more than one medical escort.

4. TRUST OWNED TRANSPORT RESOURCES

2 x Trust Owned Ambulance Vehicles	(STR & W/C ease of access)
3 x Trust Owned WC Access Vehicles	(WC ease of access)
2 x Trust Owned Shuttle Busses	(Between DRI ↔ BDGH)

Contracted External Taxi Providers:

Apple Minicabs	(Doncaster Area)
Nunns Taxis	(Worksop Area)

5. ELIGIBILITY FOR USE

In the first instance, all patients should be informed that it is their responsibility to make their own arrangements for transport to and from the hospital, whether it is for out patient appointments, planned admissions or discharges.

Patients do not have a right to NHS funded transport unless there is a clearly defined clinical need for transport to be provided.

- Even when the patient's mobility is restricted and the use of public transport is not convenient and no relative or friend available to assist, it is still appropriate for the patient to arrange and fund their own Transport.
- The Trust Transport Services do not provide transport for patient's on low income. These patients should consider all other modes of transport or contact the social services as they may provide assistance with transport in some instances. See Hospital Travel Cost Scheme page (4).

A need for treatment does not automatically imply a need for Trust Funded Transport.

- For patients with high mobility difficulties (patient requires lifting / carrying etc) in the first instance contact the Transport booking office for advice.

In applying the criteria, the following should be taken into Consideration;

- A need for the special facilities provided by a purpose-built ambulance vehicle and specially trained staff.
- An underlying clinical and mobility condition which makes the use of other forms of transport inappropriate.
- Patients who require an escort / carer during their visit at the hospital should make arrangements to meet them at the hospital, unless the presence of the escort / carer is essential during the journey.
- Please take into consideration when booking Trust Transport. Clinical and Mobility needs must be correctly assessed.
- If the eligibility criteria has been met, then internal Trust funded transport may be provided to convey patients to and from hospital for the following reasons:

- | | | |
|---------------------------|-------------------------|-------------------------|
| • Planned Admissions | • Discharges | • Home Assessments |
| • Hospital Transfers | • Day/Surgery Treatment | • Outpatient Attendance |
| • Day Hospital Attendance | • Unplanned Care | |

6. PATIENT TRANSPORT BOOKING PROCEDURE

- All requests for Internal Trust Transport must be determined by the Patients health care professional and authorised by the departmental head or general manager.

- It is essential that all relevant information regarding the patient's needs and clinical condition are clearly communicated when transport is being booked to ensure the most appropriate form of transport can be utilised.
- The requester must provide the following details:
 - i) Hospital
 - ii) Requester details, name, ward or department, telephone extension number
 - iii) Patient details
 - iv) Eligibility / Mobility criteria
 - v) Identify any Clinical requirements (Oxygen, DNR, Fast Track etc)
 - vi) Journey details, date, pick up time, location from and to
 - vii) Departmental head, general manager authorisers name, ward or department, telephone extension number.

7. PATIENT TRANSPORT DISCHARGE PROCEDURE

Following assessments of the Patient and confirmation by the responsible health care professional and eligibility for accessing Trust Transport services has been met;

Please refer to PAT/ PA 3 - DISCHARGE OF PATIENTS FROM HOSPITAL POLICY

- Encourage Patients and their relatives to make their own transport arrangements.
- On admission check with the Patient who will be collecting them when they are ready for discharge.
- Ensure that the Patient cannot go home by any other means.
- Be stringent with the use of Trust Patient Transport.
- Aim for optimum planning of the discharge of Patients, if the Patient is eligible book Patient transport, which will help them plan the journey without unnecessary delays.
- Make sure that the Patient has been assessed for clinical and mobility requirements.
- Think about the type of transport to be requested.
- Ensure that access to the Patients home is accessible (i.e. house keys etc).
- Please be aware that when booking a Wheelchair / Stretcher for the Patient to travel to the home address please make sure that there is sufficient working space at the home address to accommodate the Wheelchair / Stretcher.
- Ensure and check that access into the property is wide enough and not impaired by Walls / Hallways / Doors etc.
- Ensure and check that there are no steps to the premises.
- Establish if the patient needs to be taken upstairs to the bed room.
- In the event of incorrect home assessment and if the property is not Accessible the Patient will be **RETURNED** back to the ward or department. Failure to provide a correct home

assessment will result in the cost of the journey being recharged to the appropriate directorate / division.

- Please assist the Transport Department by giving as much information as possible about the patient, which will help them plan the journey without unnecessary delays.
- Ensure that the decision to discharge the Patient is final and that T.T.O's, personal belongings and any relevant documentation required is ready and with the patient prior to discharge.
- Patient Luggage is restricted to one bag for health & safety reasons and In accordance with the Health & Safety Regulations along with Road Traffic Regulations
- Patient Walking Aids, Zimmer Frames etc will only be conveyed if the item can be secured and do have the enough space on the vehicle. Please be aware if the items have to be secured to a seat this reduces Patient capacity and again have to be in accordance with Health & Safety Legislation along with Road Traffic Regulations.
- Please ensure that only one form of Transport Service is booked. *(I.e. Ambulance or Taxi)* Duplication of transport bookings will result in the cost of the additional journey being recharged to the appropriate Ward / Directorate / Division.
- Patient that live outside NHS Doncaster & NHS Bassetlaw area must have their transport authorised by the relevant CCG the patient is registered with**
- Except in emergencies NO Patient should be transported until they have in their position all medications / TTO's.

8. NHS HEALTH CARE TRAVEL COSTS

The Healthcare Travel Costs Scheme (HTCS) is part of the NHS Low Income Scheme.

Financial help with travel costs may be claimed by Patients who are referred for NHS treatment.

Who can claim?

If Patients receive any of the following benefits they qualify for a full refund of necessary travel and appropriate costs:

Income Support

Income-based Jobseeker's Allowance

Working Tax Credit with Child Tax Credit

Working Tax Credit with a disability or severe disability element

Child Tax Credit (if the award letter confirms income is below the relevant threshold)

Pension Credit - Guarantee Credit

Income-based Employment and Support Allowance (ESA)

Patients are also able to claim for an escort if the department they are attending consider medically appropriate – in such instances a member of staff should sign the blue travel claim form in the appropriate section to authorise any additional costs.

Taxi fares will only be re-imbursed if there are no reasonable alternative and is considered to be medically necessary – a member of staff of the department the patient is attending should sign the blue travel claim form in the appropriate section to authorise payment. This should only be

authorised if the patient medically requires a taxi, or if they would be unable to get to the hospital for appointments on public transport. (e.g. a strike or the appointment is not at a time when public transport is running).

Patients need to bring proof of benefit, in the form of a letter that is dated less than 12 months old, a WFT exemption card or a HC2 certificate, we cannot accept signing on cards/books as proof of benefit as the benefit received is not stated. The Trust is not permitted to accept bank statements as proof of benefit. Bus/rail tickets and if claiming taxi fares, receipts from the taxi company, must be produced. If a patient travels by car we will reimburse their mileage, currently at 15p per mile.

Staff should be aware that we are not allowed to accept photocopies of blue travel forms due to fraud issues (John Goodison in the Counter Fraud Department will verify). They should not give out blank forms to patients for the same reason. Cashiers have had cases of fraudulent claims in the past.

Staff should complete the top part of the blue travel claim form with the Patients full name and address, a hospital stamp should be stamped in the box with the appointment details, date time and who appointment with and signed by member of staff. Staff should also sign escort/taxi if required.

If Staff are unsure please ring the cashiers office on ext 3924 / 3925 We will be happy to help.

If cashiers office is closed travel can be claimed by sending completed blue travel form, with copy of proof of benefit and any travel tickets through the post to the cashiers office and payment will be sent out by cheque.

9. GUIDANCE NOTES FOR HEALTHCARE PROFESSIONALS - BOOKING TRANSPORT FOR END OF LIFE PATIENTS

From April 2011, an agreement was made with Yorkshire & East Midlands Ambulance Service to enable patients approaching the end of life to utilise the emergency ambulance service where the requirement was for time critical treatment or investigation, or where patients were being transferred to home/other care setting to meet preferred place of death wishes.

▪ **How to book**

South Yorkshire Ambulance Service 0300 3300244

East Midlands Ambulance Service 0115 9675099

▪ **Time slots available**

Patients can be booked to travel in the following time slots:

- Up to 2 hours - Up to 3 hours - Up to 4 hours

▪ **Who Books?**

The booking **must** be made by a healthcare professional (HCP) who has to determine the most appropriate time slot for the patient, for example this could be based on the care package which has been set up at the patient's home address.

▪ **What information to provide**

- Condition of the patient

- Your GP Practice Code as an ambulance authoriser (if applicable)
- If a Doctor and Defibrillator are on scene with the patient
- Patient Name and Date of Birth
- Address/Location where the patient needs picking up
- Destination of the patient
- The reason for admission
- Transport required (Chair / Stretcher)
- Phone number of the patient / GP practice / Hospice

For those patients with an **IV pump** or **infusion line** running, an A&E crew must be booked. As paramedics are only licensed for certain drugs, a nurse escort must be provided if the paramedic is not licensed for the drug. This will be established at the time of booking.

▪ **Delays**

The ambulance service should not leave patients waiting longer than 30 minutes beyond the time slot that the HCP has requested, and they must notify the clinician or carer of any delay within 15 minutes of the agreed collection time.

Where patients are left waiting or you are not notified of any delays,

▪ **Next day or advanced bookings**

If a patient does not need to travel within 4 hours, i.e. for planned discharges or outpatient travel, please book with the Patient Transport Service (PTS). Usually 48 hours' notice is required *but in some instances 24 hours is feasible as long as the journey is booked before 12pm the day before travel*. PTS **can** be used for patients **with a syringe driver running** or infusion line in situ, no nurse escort is required.

Further information please contact Lesley Barnett
Macmillan Lead Cancer Nurse Tel 01302 553194 or Ext 4365

10. STAFF TRANSPORT PROCEDURE

The Transport department receives approximately 500 requests each month for Staff Transport, which results in a high cost to the Trust and reduces the Transport available for Patient care.

- Requests must be initially made by contacting transport booking office on **Ext 2424** followed by a Taxi Booking form (See Appendix B) forwarded to the Transport Office by **Fax 2963**
- Requests will only be processed upon receipt of the written request form and in addition all requests will be audited retrospectively for departmental compliance.
- Outside normal working hours 1700 to 0800hrs the following day, the External Contract Taxi service will only be available. Please contact the Transport office on **Ext 2424**. During this period, the call will be diverted to the Bassetlaw Hospital switchboard operators who will issue a unique booking reference number for the requester to contact the External Taxi service direct.
- In all cases, for audit reasons it is essential that the requester still complete an Internal Transport request form and forward to the Transport office (E-Mail or Fax) to confirm retrospective authorisation.

- The requester must provide the following details:
 - i) Hospital
 - ii) Requester details, name, ward or department, telephone extension number
 - iii) Reason For Taxi
 - iv) Journey details, date, pick up time, location from and to
 - v) Departmental head, general manager authorisers name, ward or department, telephone extension number.
 - vi) Requisition Point Code
- Staff Taxis will not be booked unless all the information on the Taxi booking form is complete and authorised by the Departmental Head or General Manager.
- Where there is a genuine requirement for a member of staff to use a Taxi on a regular basis this must be authorised by the Departmental Head or General Manager and confirmed in writing Fax or E Mail to the Transport department.
- The Cost of Taxi's used to transport Staff journeys which will fall under the category of business miles will be recharged to the appropriate Dept / CSU.

11. INTER HOSPITAL SHUTTLE – DRI ↔ BDGH

- The Trust provides a free direct shuttle service to link the hospital sites of Doncaster Royal Infirmary and Bassetlaw Hospital. The service collects from each site at the times listed below between the hours of 07.00am and 18:00pm Monday to Friday (excluding bank holidays) and can be utilised by patients, visitors, escorts and members of staff.
- The Bus stop at Doncaster Royal Infirmary is located adjacent to the Outpatients gate 3 entrances and at Bassetlaw Hospital adjacent to the Maternity entrance.
- The aim of the service is to make each hospital site more accessible and to reduce single occupant car journeys in and around the local health communities of our hospitals.

The DRI ← → BDGH - shuttle operates on the following timetable:-

Doncaster Royal Infirmary Departures G3 O/P Entrance	Bassetlaw Hospital Departures Maternity Entrance
07:00	07:00
08:00	08:00
09:00	09:00
10:00	10:00
11:00	11:00
12:00	12:00
13:00	13:00
14:00	14:00
15:00	15:00
16:00	16:00
17:00	17:00
18:00	18:00

- To guarantee and book a seat on the shuttle service please telephone the Transport Department Monday to Friday on **01909 502424**.

12. INTER HOSPITAL SHUTTLE – DRI ↔ MMH

- The Trust provides a free direct shuttle service to link the hospital sites of Doncaster Royal Infirmary and Montagu Hospital. The service collects from each site at the times listed below between the hours of 7.45am and 5.55pm Monday to Friday (excluding bank holidays).
- The Bus Stop at Doncaster Royal Infirmary is located adjacent to the Outpatients entrance and at Montagu adjacent to the Minor Injuries entrance.
- The aim of the service is to make each hospital site more accessible and to reduce single occupant car journeys in and around the local health communities of our hospitals. The service utilises a 26 seated bus.

Doncaster Royal Infirmary Departures		Montagu Hospital Departures	
7.45am	1.00pm	8.15am	1.30pm
9.00am	2.00pm	9.30am	2.30pm
10.00am	3.00pm	10.30am	3.30pm
11.00am	4.00pm	11.30am	4.40pm
12.00 noon	5.15pm	12.30pm	5.55pm

- To guarantee and book a seat on the shuttle service please telephone the free phone number Monday to Friday on **0800 953 66 33**.

13. GENERAL SHUTTLE INFORMATION

- Seating is limited at peak operating times, first runs in the morning and last runs in the afternoon. There have been instances in the past where official users were unable to secure a seat due to some staff unofficially using the shuttles as a form of free transport to and from their place of work.
- Staff who utilise the shuttle buses and who do not qualify for travel expenses to and from their primary base (business miles), will not be allowed to reserve a seat on the DRI, BDGH or MMH shuttles.
- These staff can still use the facility if a seat is available at the time on a first come first serve basis. It is anticipated that seats will be available outside peak operating times.
- At peak times if seating is not available for patients, staff that is not booked will be asked to alight from the vehicle.

APPENDIX 1 – UNDERSTANDING ELIGIBILITY CRITERIA**Understanding Eligibility Criteria for
NHS Funded Patient Transport**

Patients attending hospital for appointments or requiring transport for other reasons i.e. discharges, will only be entitled to NHS funded Patient Transport if they meet one or more of the following conditions.

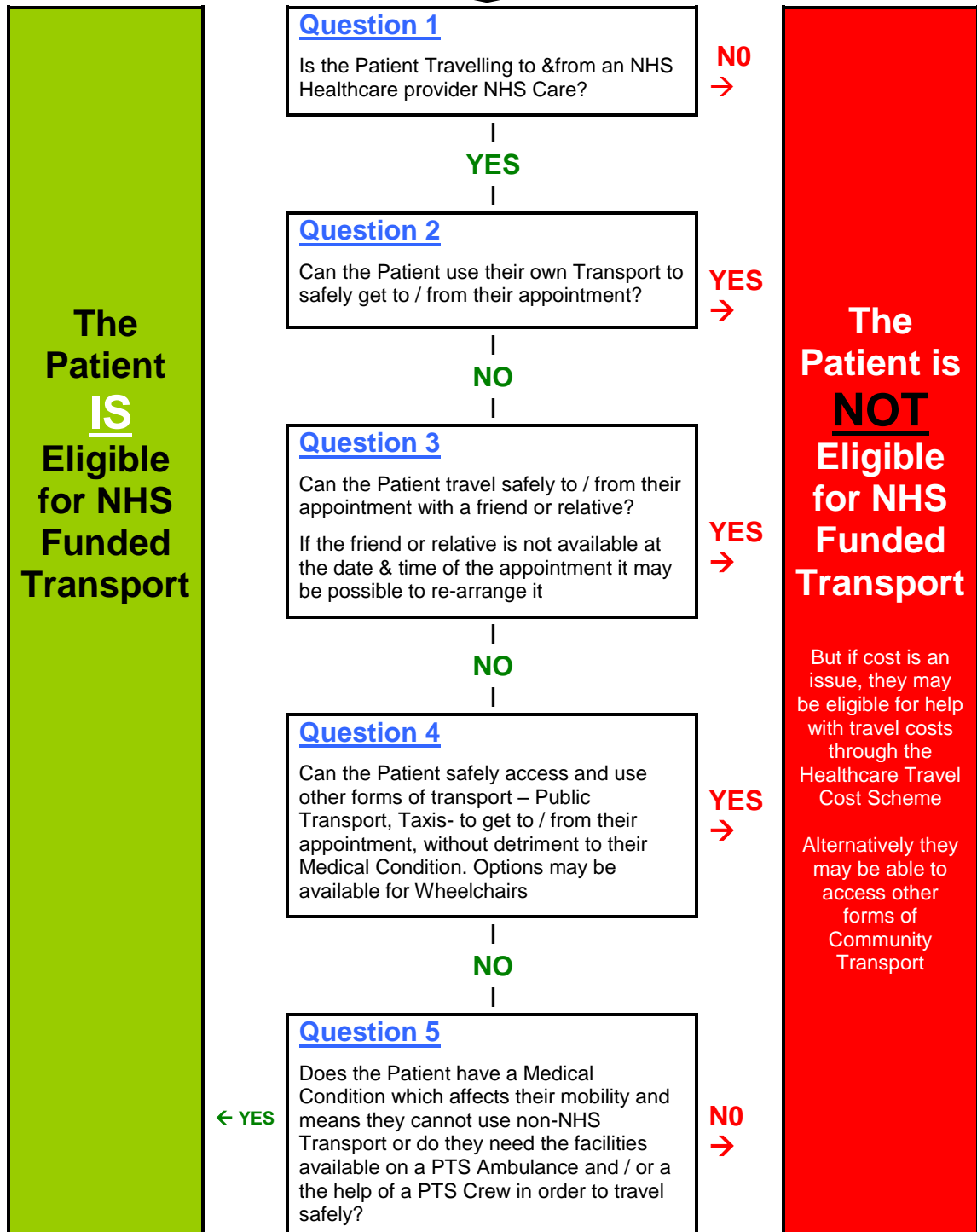
- Their mental health prevents them travelling independently.
- The patient who is travelling would require some form of medical treatment or intervention during their journey to or from the hospital.
- They are insufficiently mobile i.e. stretcher, that they cannot travel by any other means including - public transport, taxi or a lift with friends or relatives.

The cost of transport to the patient and their ability to pay are not factors to be considered when arranging transport for patients.

Staff must ensure that the patient meets at least one of the above criteria before they consider trying to book transport.

APPENDIX 2 - ELIGIBILITY STRUCTURE

Trust Funded Transport is an expensive resource and it is Important that all alternatives are explored to enable Patients to travel to & from a Healthcare location by their own means, rather than using NHS Funded PTS. It is only provided if the Patients Medical Condition prevents them safely using other travel options to get to or from their appointment. Previous use of NHS Funded PTS isn't guaranteed that the Patient will be eligible in the future



STAFF TAXI BOOKING FORM

<i>Today's Date:</i>	<i>Time:</i>
Requested By:	<input type="text"/>
Department / Ward:	<input type="text"/>
Extension Number:	<input type="text"/>
Mobile Number:	<input type="text"/>
Division / Directorate:	<input type="text"/>
Reason for Transport:	<input type="text"/>
Staff Members Name Requiring Transport	<input type="text"/>

Request Date From:	To:	Days Req:
Pick up Time:.....		
Collect From:	Convey To:	
Wd/Dpt: <input type="text"/> Post Code: <input type="text"/>	Wd/Dpt: <input type="text"/> Post Code: <input type="text"/>	
Return Journey Required? <input type="checkbox"/> Y <input type="checkbox"/> N	Time:	

I authorise the above person to use Taxi Transport for the dates provided

*** ALL DETAILS BELOW MUST BE ENTERED ***

(Please Print)

<i>*Head of Department:</i>	<input type="text"/>
<i>*Department:</i>	<input type="text"/>
<i>*Extension Number:</i>	<input type="text"/>
<i>*E -Mail:</i>	<input type="text"/>
<i>*Division / Directorate:</i>	<input type="text"/>
<i>*Requisition Point Code:</i>	<input type="text"/>
Head of Dept Signature	
Authorising Taxi Costs:

Please **Fax** the completed form to the Transport Department Bassetlaw **2963**

*Please note **NO** Transport will be authorised when travelling between Hospital sites Monday to Friday during the times of the Hospital Shuttles*

Telephone: Bassetlaw **2424**
 Fax: Bassetlaw **2963**

<i>Office use:</i>	<i>Input By:.....</i>
<i>Unique Booking No.....</i>	<i>Cost:.....</i>

All fields must be completed; failure to complete will result in no booking

APPENDIX 4 - EQUALITY IMPACT ASSESSMENT PART 1 INITIAL SCREENING

Service/Function/Policy/Project/ Strategy	CSU/Executive Directorate and Department	Assessor (s)	New or Existing Service or Policy?	Date of Assessment
CORP/FAC 2 v 4 – Non Emergency Trust Funded Transport	TRANSPORT / FACILITIES	WAYNE BRAMHALL	EXISTING POLICY	April 2015
1) Who is responsible for this policy? FACILITIES / TRANSPORT				
2) Describe the purpose of the service / function / policy / project/ strategy? ALL STAFF BOOKING INTERNAL TRANSPORT				
3) Are there any associated objectives? PATIENT DISCHARGE POLICY				
4) What factors contribute or detract from achieving intended outcomes? –				
5) Does the policy have an impact in terms of age, race, disability, gender, gender reassignment, sexual orientation, marriage/civil partnership, maternity/pregnancy and religion/belief? Details: [see Equality Impact Assessment Guidance] - NO				
<ul style="list-style-type: none"> If yes, please describe current or planned activities to address the impact [e.g. Monitoring, consultation] – N/A 				
6) Is there any scope for new measures which would promote equality? [any actions to be taken] NO				
7) Are any of the following groups adversely affected by the policy?				
Protected Characteristics	Affected?	Impact		
a) Age	NO			
b) Disability	NO			
c) Gender	NO			
d) Gender Reassignment	NO			
e) Marriage/Civil Partnership	NO			
f) Maternity/Pregnancy	NO			
g) Race	NO			
h) Religion/Belief	NO			
i) Sexual Orientation	NO			
8) Provide the Equality Rating of the service / function /policy / project / strategy – tick outcome box				
Outcome 1 ✓	Outcome 2	Outcome 3	Outcome 4	
*If you have rated the policy as having an outcome of 2, 3 or 4, it is necessary to carry out a detailed assessment and complete a Detailed Equality Analysis form in Appendix 4				
Date for next review:	April 2018			
Checked by:	NEIL LITTLE		Date: April 2015	