



**Doncaster and Bassetlaw
Teaching Hospitals**
NHS Foundation Trust

Non-Emergency Trust Funded Transport

(Internal Transport)

This procedural document supersedes: CORP/FAC 2 v.5 – Non-Emergency Patient Transport (Internal Transportation)



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.**

Executive Sponsor	Sam Wilde – Chief Finance Officer
Name and title of author/reviewer:	Neil Little - Travel & Transport Manager Michael Roys - Fleet Operations Manager
Date written / revised:	Aug 2025
Approved by (Committee/Group):	Trust Health and Safety Committee
Date of approval:	11 Sep 2025
Date issued:	30 September 2025
Next review date:	March 2025
Target audience:	Trust-wide

Amendment Form

Version	Date	Brief Summary of Changes	Author
Version 6	30 September 2025	- Change of Executive Sponsor. - Minor formatting changes throughout, please read in full.	N Little Michael Roys
Version 5	3 Sept 2021	Major changes throughout, please read in full.	W Bramhall/ N Little
Version 4	8 July 2015	- Minor changes throughout, please read in full. - Added Appendix 1 – Understanding Eligibility Criteria for NHS Funded Patients	W Bramhall/ N Little
Version 3	April 2012	- Title Change - Major amendments throughout, please read in full	W Bramhall/ N Little
Version 2	April 2007	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	Ambulance Booking Policies and Procedures	W Bramhall

Contents

	Page No.
1 INTRODUCTION	4
2 IMPORTANT INFORMATION	4
3 TRUST OWNED TRANSPORT RESOURCES	5
4 ELIGIBILITY FOR USE	5
5 PATIENT TRANSPORT BOOKING PROCEDURE	6
6 STAFF TRANSPORT PROCEDURE	6
7 INTER HOSPITAL SHUTTLE – DRI ↔ BH	7
8 INTER HOSPITAL SHUTTLE – DRI ↔ MH	7
9 GENERAL SHUTTLE INFORMATION	8
10 EQUALITY IMPACT ASSESSMENT	8
11 DATA PROTECTION	8
APPENDIX 1 – DRI / DONCASTER RACECOURSE - PARK AND RIDE	9
APPENDIX 2 – UNDERSTANDING ELIGIBILITY CRITERIA	10
APPENDIX 3 – ELIGIBILITY STRUCTURE	11
APPENDIX 4 – STAFF TAXI BOOKING FORM	12
APPENDIX 5 - EQUALITY IMPACT ASSESSMENT PART 1 INITIAL SCREENING	13

1 INTRODUCTION

- Trust Funded Transport is a valuable resource which is available to patient groups who satisfy and meet the nationally recognised eligibility criteria for access to it
- It will only be provided if the Patient's Clinical / Medical Condition prevent them from safely using and accessing other travel options to get to or from their appointment including public transport.
- Historical and 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 cost of transport themselves.
- Once a patient has been discharged and there is no medical or clinical care needed with no medical or clinical intervention required on or during the journey home, and patient can travel without detriment to their condition. Then the patient should be supported in making their own arrangements for transport home and funding the costs for their journey themselves.
- Under no circumstances should ant transport provision be offered to a patient before any evaluation of the patients' requirements for transport have been made.
- We do not provide transport for social or financial needs. If transport is permitted under these circumstances, then the ward, clinic or division responsible for the patient must make the necessary arrangements to organise and pay for any such transport provision.

2 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 request must be made to one of the following CCG funded providers
 - Yorkshire Ambulance Service – Tel 0300 330 2000
 - ERS Medical – Tel 0345 266 9662
- Both the above service providers are commissioned by Doncaster CCG and Bassetlaw CCG and in all circumstances, PTS requests must in the first instance be made to one of the above relevant PTS providers.
- Any Patient that can access public transport including taxi's and is able to travel without detriment to their condition, should be funding the costs of their transport themselves.

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 outpatient 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 / Respect Form 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.

3 TRUST OWNED TRANSPORT RESOURCES

- 1 x Trust Owned Ambulance Vehicles (STR & W/C ease of access)
- 2 x Trust Owned WC Access Vehicles (WC ease of access)
- 2 x Trust Owned Shuttle Buses (Between DRI & BDGH)

Contracted External Taxi Providers:

- Donny Cabs (Doncaster Area)
- Nunns Taxis (Worksop Area)

4 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 outpatient 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 patients on low income. These patients should consider all other modes of transport or contact the social services as they may aid with transport in some instances.

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

Please [See Appendix 2](#) Understanding Eligibility Criteria for NHS Funded Patient Transport.

5 PATIENT TRANSPORT BOOKING PROCEDURE

- All requests for patient transport must first be directed to one of the relevant CCG commissioned PTS ambulance providers shown in section 3. Only under exceptional circumstances when the commissioned PTS is not available should a request be made for PTS via the Trusts internal resource by contacting the booking office - Ext. 572424.
- 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.

6 STAFF TRANSPORT PROCEDURE

- Requests must be initially made by contacting transport booking office on Ext 572424.
- Requests will only be processed upon receipt of a scanned copy of the written request form and all requests will be audited retrospectively for departmental compliance.
- Outside normal working hours 1700 to 0800hrs the following day. Please contact the Transport office on Ext 572424. 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 hard copy) to confirm retrospective authorisation. Please [See Appendix 4](#) - Taxi booking form
- The requester must provide the following details:
 - Hospital.
 - Requester details, name, ward or department, telephone extension number
 - Reason For Taxi.
 - Journey details, date, pick up time, location from and to.
 - Departmental head, general manager authorisers name, ward or department, telephone extension number.
 - Division requisition point code and cost centre.
- 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 by 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 / Division.

7 INTER HOSPITAL SHUTTLE – DRI ↔ BH

- 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 ↔ BH - shuttle operates on the following timetable: -

Doncaster Royal Infirmary Departures Gate 3 Outpatient 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**.

8 INTER HOSPITAL SHUTTLE – DRI ↔ MH

- 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**.

9 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, BH or MH 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.
- Please [See Appendix 1](#) for the DRI / Doncaster Racecourse - Park And Ride.

10 EQUALITY IMPACT ASSESSMENT

The Trust aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are disadvantaged over others. Our objectives and responsibilities relating to equality and diversity are outlined within our equality schemes. When considering the needs and assessing the impact of a procedural document any discriminatory factors must be identified.

An Equality Impact Assessment (EIA) has been conducted on this procedural document in line with the principles of the Equality Analysis Policy (CORP/EMP 27), the Equality Diversity and Inclusion Policy (CORP/EMP 59) and the Civility, Respect and Resolution Policy (CORP/EMP 58).

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 5](#).

11 DATA PROTECTION

Any personal data processing associated with this policy will be carried out under 'Current data protection legislation' as in the Data Protection Act 2018 and the UK General Data Protection Regulation (GDPR) 2021.

For further information on data processing carried out by the trust, please refer to our Privacy Notices and other information which you can find on the trust website: <https://www.dbth.nhs.uk/about-us/our-publications/information-governance/>.

APPENDIX 1 – DRI / DONCASTER RACECOURSE - PARK AND RIDE

Between the hours of 0600 and 22.00 there is a park and ride service that operates between the DRI site and



50p

Park & Ride

Doncaster Royal Infirmary • Doncaster Racecourse
Monday to Friday (Excluding Bank Holidays)

Racecourse to Hospital			
05:50	10:10	14:40	19:00
06:10	10:30	15:00	19:20
06:30	10:50	15:20	19:40
06:50	11:10	15:40	20:00
07:10	11:30	16:00	20:20
07:30	11:50	16:20	20:40
07:50	12:10	16:40	21:00
08:10	12:30	17:00	21:20
08:30	13:00	17:20	21:40
08:50	13:20	17:40	22:00
09:10	13:40	18:00	
09:30	14:00	18:20	
09:50	14:20	18:40	

Hospital to Racecourse			
06:00	10:20	14:50	19:10
06:20	10:40	15:10	19:30
06:40	11:00	15:30	19:50
07:00	11:20	15:50	20:10
07:20	11:40	16:10	20:30
07:40	12:00	16:30	20:50
08:00	12:20	16:50	21:10
08:20	12:45	17:10	21:30
08:40	13:10	17:30	21:50
09:00	13:30	17:50	22:00
09:20	13:50	18:10	22:10
09:40	14:10	18:30	
10:00	14:30	18:50	

 Runs between Car Park A, Doncaster Racecourse, and DRI Gate 3. Average journey time 5 to 7 minutes. The bus is operated by Wilfreda Beehive

 WILFREDA BEEHIVE

WPR39565 Mar 2017 - Designed by Medical Photography & Graphic Design

Doncaster racecourse. The transport service is delivered by a double decker bus and operates to the following schedule Monday to Friday excluding weekends and bank holidays

APPENDIX 2 – 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.

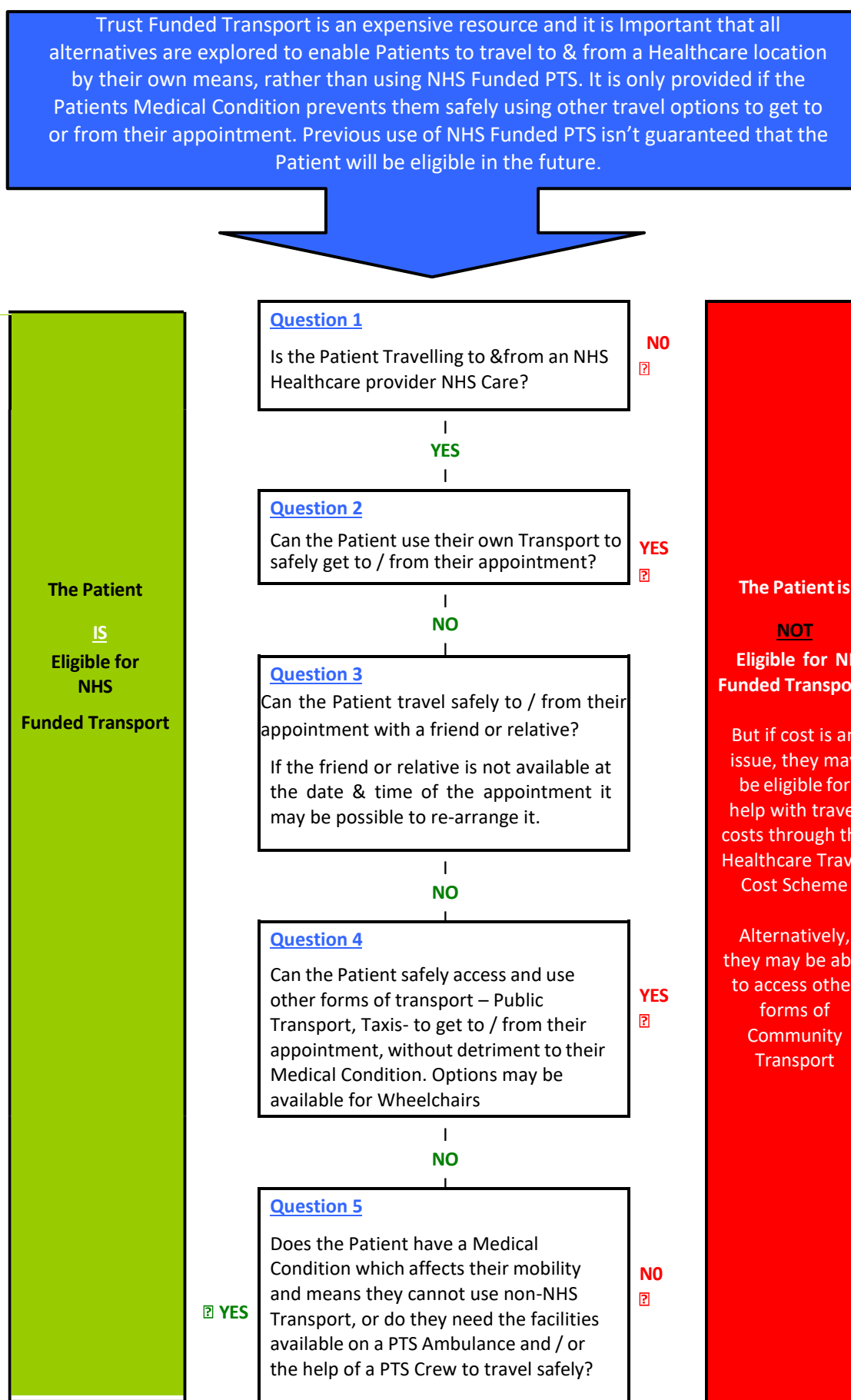
Staff must ensure that the patient meets at least one of the above criteria before they consider trying to book transport.

As we all have a duty of care to our Patients including Safe & Secure Conveyance to home setting.

Any Ambulant Patients with any Clinical Concerns i.e. Mental Health / Vulnerable & Anxiety should in the First instance be booked through the Contracted Ambulance Providers.

Please be mindful that booking a Taxi for Patients who have Ambulant Clinical Concerns an escort will be required to continue with duty of care and safety of patients and to contracted staff. We do not want to put anyone at risk.

APPENDIX 3 – ELIGIBILITY STRUCTURE



APPENDIX 4 – STAFF TAXI BOOKING FORM

Staff Taxi Booking Form

Please complete the form and return to Sender E-mail

Staff Details

Today's Date	Name	Ward / Dept & Site	Ext No

E-mail	Mobile No	Directorate

Reason For Taxi

Date Required	Pick Up Time	Pick up From	Transport To

Authorising Details

I authorise the above person to use Taxi Transport for the dates provided and am aware it will be recharged to my Ward / Dept.

Authorising Manager:	
Title:	
Ext No:	
E-mail:	

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

APPENDIX 5 - EQUALITY IMPACT ASSESSMENT PART 1 INITIAL SCREENING

Service/Function/Policy/Project/Strategy	Division/Executive Directorate and Department	Assessor (s)	New or Existing Service or Policy?	Date of Assessment
CORP/FAC 2 v.6– non-emergency Trust Funded Transport	Transport / Facilities	Michael Roys	Existing Policy	Aug 2025
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				
• 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 see CORP/EMP 27.				
Date for next review: Aug 2028				
Checked by: Neil Little Date: Aug 2025				