

Non-emergency patient Transport

Arriva Transport Solutions and Ambuline
working in partnership with the NHS

Leicestershire
and Nottinghamshire

July 2012

Introducing Arriva Transport Solutions, your new non-emergency patient transport service provider in Nottinghamshire and Leicestershire

From 1 July 2012 there will be a change in the service provider that takes you to and from your hospital appointments. You don't need to worry – the same service that you're used to will continue and will always be free for those patients that are in genuine need of it.

Arriva Transport Solutions and Ambuline, working in partnership with the NHS, have been appointed to provide your transport service to hospital - known as non-emergency patient transport. Together, we have over 25 years' of experience in providing patient transport and will be providing it for patients in Nottinghamshire and Leicestershire from 1 July 2012.

What is non-emergency patient transport?

Non-emergency patient transport takes eligible patients with certain medical needs to and from places that provide NHS treatment and between one NHS provider and another.

What will be different on 1 July 2012?

You will see the following changes and improvements in the service from July onwards, including:

- A brand new fleet of over 130 ambulances and cars
- A newly designed staff uniform clearly identifying your driver and members of the patient transport team



NHS

ARRIVA Transport Solutions

AMBULINE

- The introduction of an effective **'Ring when Ready'** booking system for return journeys. This means that patients are booked onto transport as soon as they finish their appointment rather than before, so unnecessary waiting times for patients are avoided when an appointment finishes early or late. This means that when your appointment is finished and you have pre-booked a return journey, just ask your healthcare provider to ring Arriva on **0845 266 9662**, and they will let us know you are ready for collection. We will pick you up from your healthcare location within the hour.

Are you eligible to receive this service?

The NHS has limited resources and the patient transport service is just for people who have certain medical needs – it is not for everyone.

The expectation remains that patients will make their own transport arrangements where they can and that this service is only for those whose medical need prevents them from using private or public transport. The patient transport service will not be provided for social or financial reasons.

When booking patient transport, we will continue to apply the existing East Midlands non-emergency patient transport service eligibility criteria fairly to ensure that those most in need continue to receive this service.

Arriva Transport Solutions look forward to providing all eligible patients with a reliable and comfortable service in the future.

How do I find out more or book non-emergency patient transport?

You can find out more and book non-emergency patient transport through your local GP or healthcare organisation.



This information is also available in different formats upon request. Please contact **0845 266 9662** for further details.

