

# Patient transport charter

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**Not everyone has a car, or is well enough to travel by bus, some people need more help than others because they're frail, or disabled or can't cope...wrapping care around me means services working together to help make me well**

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The patient charter for non-emergency patient transport sets out Kent and Medway patients' expectations of what good quality care and support means when helping us to access the care we need.

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**Joined-up care means when I am told information about my appointment I will receive information about booking non-emergency patient transport. My doctor's surgery will also have copies of the eligibility criteria.**

(For Trusts/GPs or other NHS services)



## Booking an appointment

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“When I call to make a booking I will be able to get through quickly (in 30 seconds), to a person, and I will be given a clear explanation of the eligibility criteria. The person who responds will also ask if I have any specific communication needs (for example, I may want them to speak louder or slowly or repeat things). I will be able to choose to make a booking online”

“The day before my booking I will get a reminder and I will be able to choose how I receive it, either by text message, phone call or email.”

“When my booking is confirmed please tell me who to contact if something changes or if I have a problem and how to cancel a booking.”



## Eligibility criteria

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“The eligibility criteria will be used to assess my need for non-emergency Patient Transport and make sure I get the right type of vehicle and support on my journey.”

“Please can you use simple examples to help me explain my mobility and care needs e.g. the distance I can easily walk, or the type of aid I require, and whether I can cope with stepping up into a high vehicle?”

“If I don't meet the eligibility criteria, please provide me and my family, staff or carers, with contact details of suitable alternative transport such as volunteer transport schemes.”



## Collection/drop off

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“When my patient transport arrives, the driver or escort will make every effort to let me and my family, staff or carers, know that transport has arrived to collect me. This should include following any directions made at my booking (for example, I may need someone to knock very loudly or contact a warden by interphone, my appointment maybe in a remote part of the hospital and I may need assistance to get there)”.

“The driver or escort will have a suitable photo ID, or uniform so it is easy to recognise them. They will check with me the details of the journey, and they will ask me if I have any belongings and/or equipment that I need to take with me.”

“I will be asked respectfully and positively about my needs in a manner that encourages me to say what sort of assistance is best for me (for example the driver or escort can use an open ended question, 'Is there anything else I can do to make you more comfortable? and then').”

“The driver or escort will give me enough time to safely and comfortably settle into the vehicle, as independently as I can.”

“If I need assistance from the family, staff or carers the driver or escort will check that someone knows this and can assist me.”

## My outward journey

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"I will be given a clear time or time window when I can expect my transport to collect me. I can expect that my transport will arrive on time, and if there is a problem with my transport I will be contacted."

"I will be given a realistic estimation of my journey time, taking into account the type of vehicle, any other passengers, the time of day, any road works and diversions, weather conditions and usual traffic flow on that route."

"The driver will get me to my appointment on time, depending on what kind of appointment I have."



## My return journey home

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"Please remember I have had treatment and so will be feeling frailer than usual, please plan a journey by the most direct route and keep me informed of any delays"

"Please give me a clear time or time window in which to expect my transport to collect me (two hours from discharge booking by staff at the hospital) and if there is a problem with my transport I will be contacted and told about it."

"My estimated journey time will be reasonably similar to the same journey if a person used their personal vehicle."

"If my transport is unable to make the journey for whatever reason I, and my family, staff or carers will be informed and alternative arrangements made."



## Quality of care (For frail/vulnerable patients)

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"If I am to be transported home late between 8 pm and 8 am, please inform my family, staff or carers and check that measures will be put in place to ensure any care needs I may have are met in full."

"All my specific medical and social care needs will be known and noted. Extra attention will be given to contacting and working with family, staff or carers at both ends of my journey to ensure all my care is joined up."

"I expect the staff to treat me as they would their own family with kindness, care, and consideration, as a person deserving dignity and respect at all times"