

HTG UK Ambulance Service, is the provider of non-emergency patient transport services for patients who are registered with GPs in the Suffolk & North East Essex area and have their transport prebooked.

We provide this service if the medical condition of your patient means they cannot make their own way:

- to/from an NHS-funded appointment at a hospital or clinic
- between care and treatment centres
- from hospital when being discharged

Renal and Cancer Treatment appointments **are eligible** for transport to and from their treatment.



Not eligible for transport

A patient **may not be eligible** for the following reasons:

- They **DO NOT** have an NHS Suffolk or North East Essex GP
- They **DO NOT** have medical conditions that prevent them from making their own way
- They have their own vehicle and/or someone else could transport them

The full eligibility framework can be found at:
<https://www.england.nhs.uk>

The call centre will be able to provide you with further information on the options that may be available to the patient.

Patient transport is a vital resource for those who need it and should not be seen as an alternative to using public transport or a private vehicle if they are able to do so.

The Patient Advice and Liaison Service (PALS) at the hospital may also be able to provide advice.

Alternative hospital transport options are also available from the Local Healthwatch or other patient representative groups.

Information on the Healthcare Travel Costs Scheme can be found at:
nhs.uk/nhs-services/help-with-health-costs



Working in Partnership with the NHS

Non-Emergency Patient Transport

Guide for
Healthcare
Professionals



Suffolk & North East Essex

How to book patient transport:

HCPs should gain access to the HTG-UK Cleric Portal to enable booking, tracking & cancellation online.

Please note: Bookings via the portal should not be made for:

*Complex Bariatric
High Dependency
Sectioned Mental Health
End of Life*

These journeys require pre-alerting to Planners for possible assessment.

If you require access to our portal, please contact hcptraining@htg-uk.com

The Booking line: 01245 951 205

A Call Handler will assess whether the patient is eligible to use patient transport by asking you a few simple questions about the medical condition and mobility or support needs of the patient.

You will need to have the following information to hand:

- NHS Number
- Date of Birth
- GP Surgery they are registered with
- Full Address with postcode
- Mobility/Support needs
- Date, time and destination of appointment
- Access details of the patient's property

Once the transport is booked, you will be given a booking reference number.

If the appointment changes or is cancelled, we ask you to inform us to either cancel or amend the booking, otherwise we will attempt to collect the patient according to the original booking.

Please call our booking line if you need to **Cancel** a booking at short notice or need to make any changes: **01245 951 205**

If you have portal access, you can use the **DIRECT CHAT** facility to send a request message.

We will collect the patient from the booked address. We ask that they are prepared for pick up - we aim to collect them with enough time to get them to the appointment.

Before beginning the journey, our staff will ensure the patient has everything they need.

Our friendly Staff are trained to provide assistance throughout the journey and will escort the patient to the destination.

If you provide us with a mobile number for the patient or their Next of Kin, they will receive a text reminder the day before the appointment; this also allows them to cancel that journey if they no longer require it.



Feedback and queries

We welcome feedback on the service that we provide.

If you would like to raise any compliments, concerns or complaints about our service, please follow your internal reporting process.

The reports are submitted through governance channels and reviewed by your own Safety & Governance Teams, evaluated and shared with HTG-UK where necessary.

If you wish to make a general enquiry you can visit <https://www.htg-uk.com>