



Working in partnership with the 

Lincolnshire

Non-Emergency Patient Transport Service

From 1 July 2017 TASI will be providing a quality, non-emergency patient transport service to people in Lincolnshire.

**New
Service**



Professional, experienced and friendly; service with a smile!

What is changing?

Your transport provider to and from healthcare appointments will change from NSL to TASL on 1 July 2017.

What do I have to do?

The number for making a booking is changing, if you would like to arrange a booking please call **0808 164 4586**.

From 19 June 2017, we are taking bookings for appointments that are for 1 July and beyond.

What do I need to make a booking?

When you first book a journey you will need to provide your personal details including information about your GP. For each booking we need to know the time and location of your appointment.

How will I be assessed?

Entitlement to transport depends on whether you meet the eligibility criteria set out by Lincolnshire NHS Clinical Commissioning Groups. When you book your transport we will ask some questions which will determine your eligibility to use non-emergency patient transport services. This is to guide us on whether or not you have a medical need to use the service.

What happens next?

If you have an eligible medical need for non-emergency patient transport we will provide you with a unique booking reference and we will contact you prior to your journey.

When will I be collected?

We aim to collect you no more than one hour prior to your appointment for pre-booked journeys.

Who will collect me for my appointments?

Our friendly, fully trained staff will collect you from your place of residence. All of our team members wear ID badges and are there to listen to your needs during your journey with us.

What should I bring with me?

When travelling to a hospital, clinic or treatment centre please take the following:

- any appointment information or referral letter
- your medication
- house keys
- money for refreshments
- a change of clothes if you're being admitted

Can I take my own wheelchair?

You can take your own wheelchair provided that it is designed to be securely and safely attached to the vehicle's securing mechanisms, in line with current vehicle safety regulations. Alternatively, we will provide one for you.

Can I take someone with me?

You may bring one escort with you, but only if:

- you need support on a regular basis
- you need your carer/assistant to support you
- you have communicative or sensory difficulty, such as visual impairment, hearing loss or speech difficulties
- you are under 16 years of age.

Where do I wait when I am ready to go home?

Please report to the clinic reception area and inform them that you are ready to go home. Our crew will collect you from the waiting area to get you home safe and sound.

Can I be dropped off somewhere else?

Unfortunately, no. We are only able to transport you between your home and the location of your appointment.

Please remember:

- to advise us of any additional needs
- you may have to share your journey with others
- to respect the no smoking and no vaping policy

What do I do if I need to cancel my transport? **X**

Cancel transport by calling:

0808 164 4586

Don't forget to let the hospital or clinic know that you've cancelled your appointment

To receive this information in large print, audio format or an alternative language, please call us on our Freephone number on 0808 164 4586 to speak to a member of our communications team.

What if I am not eligible for the service?

If you are not eligible for the medical transport service, you will need to make your own transport arrangements to get you to your appointment. If you are on low income, or in receipt of Income Support, Working Families Tax Credit or Income Based Job Seeker's Allowance, you may be able to claim back travel expenses through the Hospital Travel Claim Scheme (HTCS).

The TASL Patient Experience Team can also be contacted at **pet@thamesgroupuk.com**.

NHS Lincolnshire CCG Patient Advice and Liaison Service is available if required on **0845 602 4385**.

Alternatively, you may email the service on **LHNT.LincsPALS@nhs.net**



Feedback

We welcome feedback on any aspect of the service and your comments will help improve the quality of service we provide.

TASL and Lincolnshire NHS CCGs work closely together ensuring that the dignity, safety and wellbeing of patients are our highest priorities.



A service tailored to you

If you need medical support to travel to and from your healthcare appointments this leaflet is for you.

Patient transport services are for individuals who have a medical condition that prevents them from getting to their appointment.

We determine eligibility for access to this service following a short confidential telephone assessment.

**Call us and we will guide you through an assessment.
Our friendly and professional team are here to help.**

Non-emergency patient transport is for patients who:

- have a medical condition that prevents them from travelling to hospital by other transport
- have treatment with side effects that requires the support of our specialist staff
- have a medical condition that might put them at risk from harm if they were to travel independently
- have health needs that require medical assistance during transport (for example, oxygen access)

**Call our Contact
Centre**

**0808 164
4586**



Providing specialist non-emergency patient transport services