



Delivering the right care, at the right time, in the right place

April 2013

GP Practices Information Sheet Patient Transport Service Bookings

As part of the improvements delivered by the new Patient Transport Service (PTS) contract, which commenced on 1 April 2013 in the county of Merseyside, the North West Ambulance Service (NWAS) NHS Trust has introduced a new regional booking system for its Patient Transport function.

Numerous quality improvements have been built into the new NWAS contract with an overall focus on the quality of service for all patients. NWAS has modernised its operations through increased quality standards, particularly around the journey waiting and collection times, which provides a flexible service that meets the needs of patients. Full and consistent use of the eligibility criteria also ensures those who need the service have access to it, with signposting information to other transport solutions made available for those who do not meet the criteria.

In recognition of the diverse needs of its patients, NWAS also offers a specialised service for those who need it. Although the core service accommodates appointments between 8am and 6pm, Monday to Friday, excluding Bank Holidays, an enhanced service is provided for regular users; haemodialysis and cancer patients. Patient transport is available for haemodialysis patients to cater for appointments up until 7.30pm and collection up until 1am, Monday to Saturday including Bank Holidays. Transport is available for cancer patients Monday to Friday, including Bank Holidays.

The new booking system allows NWAS to deliver a more standardised and efficient service to its users and patients. **Our centralised web booking system is available 24/7 and is the preferred method of booking for Healthcare Professionals. Use of the online booking facility also frees up call centre capacity for those who require telephone access.**

The system provides a number of benefits to its users. Not only can they create a booking for a patient, but they can also enquire upon current bookings within the system, book patients 'ready' and cancel a booking if necessary. The website can be accessed at any time of day for appointment times from 08:00hrs until 18:00hrs, Monday to Friday (specific extended arrangements are in place for haemodialysis and cancer patients receiving treatment).

All bookings should ordinarily be made before 15:00 hrs on the day prior to travel, although it may be possible for bookings to be accommodated with less notice.

Accessing the Online Booking System

To access the system you will need to be provided with a login. The login is generic and can be used by designated staff within your Practice. Only one request per GP Practice is required.

To enable us to create your login, receive a user guide or request training on how to use the web booking system, or if you are having difficulties using the system, please contact your local web lead below:

Merseyside	Sylvia Edwards	01244 651 302	sylvia.edwards@nwas.nhs.uk

Telephone Bookings

Bookings may also be made by telephone and Nwas has introduced dedicated Freephone numbers; supplemented by four local telephone numbers (one for each area) these may be more beneficial to callers who use mobile phones (some mobile providers charge premium rates for 0800 numbers – please check with the provider regarding call charges). Below are the telephone numbers for Merseyside.

General Enquiries – Telephone Numbers	Haemodialysis and Cancer Patients – Telephone Numbers
Freephone 0800 0323240	Freephone 0800 0289224
Merseyside 0151 261 2580	Merseyside 0151 261 2581

Clinical Over-ride

If, for any reason your patient has not been allocated PTS following the application of the eligibility criteria and there is a clinical reason validating patient transport, can you please telephone the general enquiries number and inform NWAS of the request for PTS for the patient along with the details of the clinical reason and the name of the GP. NWAS will record the change in status alongside all additional information and record over-ride on the system.

All information is subject to regular audits and findings will be reported back to the relevant CCG's.

Further Information

For all the latest information on the service, including our new Patient Charter and leaflet, please refer to our dedicated website at: www.patienttransport.nwas.nhs.uk

For further information on the online system and how your GP Practice can be set up for this service, please visit:

www.patienttransport.nwas.nhs.uk/health-professionals/patient-transport-service-bookings

If you would like to request a meeting in your area please contact pts@nwas.nhs.uk