



## Patient appeals process for Non-Emergency Patient Transport

***It is important to remember that our Eligibility Criteria has not changed but what has changed is that all requests are being screened equitably. Previously Non Emergency Patient Transport Services (NEPTS) may have been offered to you inappropriately for reasons other than clinical need.***

1	<p>Callers requesting NEPTS should ensure that they have all the relevant information to hand when making the call. for example NHS number, details of GP practice, hospital clinic and appointment details. Some questions about mobility will be asked which must be answered fully in order that the call handler can assess eligibility.</p> <p>Please remember that the call handler is only able to give a decision based on the information you have given them, so please make sure you give as much information as you can during the initial call. If you realise that you have left out any relevant information PTCAAS should be re-contacted and a new eligibility assessment made.</p> <p>If you are not eligible for NEPTS you will be advised of alternative travel options or passed to an organisation that will be able to offer alternatives.</p> <p>Your eligibility will be rescreened every month, so although you may have been declined in the past you may become eligible at a later date and vice versa.</p>
2	<p>Requests for reassessment are passed to the team leader if you are unhappy with the decision of the original call handler. All calls are recorded and the team leader may listen to the initial call as part of the reassessment process.</p>
3	<p>If you are still unhappy with the decision, the request will be passed to a clinician who will have a discussion with either you. The aim of this conversation is to reach a joint decision on your eligibility.</p>
4	<p>If you disagree with the decision you can raise your concerns through the Patient Advice and Liaison Services (PALS) at the East of England Ambulance Service who will look into the issue for you:</p> <p>East of England Ambulance Service PALS: 01234 243320</p>
5	<p>If there are highly unusual or exceptional circumstances to the screening in your request, you may be offered transport in the short term and the circumstances noted. Your request will then be considered by the commissioner (who has the ultimate decision) together with the NEPTS provider, and a decision will be made about any future requests for transport.</p>
6	<p>You will be kept advised of the decision at all points in this process.</p>

NEPTS is delivered by East of England Ambulance Services NHS Trust, and they will report any inappropriate use