



East of England Ambulance Service **NHS**
NHS Trust

NHS
North East Essex
Clinical Commissioning Group

North East Essex

Non-Emergency Patient Transport

Quick guide for Healthcare Professionals

Assessment and Booking Centre

The East of England Ambulance Service Trust is responsible for applying the eligibility screening criteria for patients registered with GP practices in NHS North East Essex area. The Assessment and Booking Centre acts as a single point of contact for patients and Healthcare professionals.

Eligibility criteria are applied to all calls so it can ascertain whether a patient qualifies for health funded transport.

Patients that are NOT eligible and the Patient resides in the area, the call handler will offer alternative options.

Assessment and Booking Centre Opening Hours

Monday to Friday	0900-1700
Saturday & Sunday	CLOSED The HCP line is only open Mon-Fri 0900-1700. Outside these hours please revert to faxing On Day Bookings and liaising with the North Front Desk on 01245 444595

Assessment and Booking Centre: Contact Details

Patients number telephone	03000 134995
Healthcare professionals telephone number	03000 134996

When will eligibility be applied?

Callers will be asked as series of questions by the Assessment and Booking Centre if transport is required for the following NHS funded care:

- An outpatient or same day appointment
- Admission
- Discharge from an inpatient bed (from April 1st 2015)

Further information

PATIENTS	<p>Outpatient/Inpatient/Discharges and Admissions can only be booked up to 12 midday on the day before the appointment.</p> <p>Please note that just because the patient is eligible and the patient has been given a journey reference this DOES NOT mean that transport will automatically be provided.</p> <p>Whilst the transport provider will do everything it can to provide a resource there will be times when this will not be possible if a request was made at too short notice. The Assessment and Booking centre will work with the patient to identify alternative arrangements.</p> <p>Journeys can only be pre-booked 14 days in advance. If it is obvious to the call handler that this will cause the patient concern the call handler will accept the booking.</p>
SAME DAY DISCHARGES	<p>Ward clerks will ring these through to the Assessment and booking centre on the professional number</p> <p>The HCP line is only open Mon-Fri 0900-1700. Outside these hours please revert to faxing On Day Bookings and liaising with the North Front Desk on 01245 444595.</p>
CLINICS	<p>If a hospital clinic is cancelled then the clinic will need to contact the local transport office to cancel the transport. They should ring the Healthcare professional number</p>
GP PRACTICES	<p>Patients should ring transport themselves using the patient telephone number.</p> <p>Any queries that GP may have about a patient journey request can contact the Healthcare professional number</p>
WARDS	<p>The Ward Clerk will ring through any pre-planned discharges to Assessment and booking centre during normal opening hours.</p> <p>The HCP line is only open Mon-Fri 0900-1700. Outside these hours please revert to faxing On Day Bookings and liaising with the North Front Desk on 01245 444595</p>
Out of Area Patients	<p>If you are a Healthcare professional and need to arrange transport for a patient outside the catchment area of North East Essex please contact as follows:</p>

	Registered Patient	Provider	Contact
	Mid Essex CCG	ERS	0333 240 4083
	West Essex CCG	MSL	0207 5104634
	South East Essex CCG's	East of England Ambulance Service	03000 134998
	Suffolk CCG's		0845 85007714
	South West Essex CCG's	Thames Ambulance Service	01268 524900 ext 3240
	Mental Health Patient Discharged into care of North Essex Partnership University Foundation Trust (NEPFT).	NSL	0843 357 1444
	Any other Patient	East of England Ambulance Service	03000 134996

Appeals

Patients who wish to appeal against a decision regarding their eligibility for patient transport will contact PTCAAS by telephone and explain the reasons for their appeal, The East of England Ambulance Service will investigate and respond within 2 working days.

This can be found in **Appendix 1**



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