

# PATIENT TRANSPORT SERVICES

## Patient Transport Service: Philosophy

To ensure that patient transport is of a high quality, enhancing the patient experience.

Transport will only be approved for patients who legitimately require it, helping to ensure a reliable, efficient and cost effective service for all patients. In order to achieve this, there must be a strict adherence to the policy as Ambulance Transport should be the exception and not the rule.

All staff with responsibility for booking ambulance transport must do so correctly. Training sessions and a booking flow chart will be given to all staff that require this in order to achieve high compliance. Any Managers who require training for their staff should contact Patient Transport Assistant Manager on (01803) 656780.

## Patient Transport Crewmembers

We have a Road Crew of 43. All our crewmembers are trained in Equality & Diversity; Moving & Manual Handling of Patients; First Aid at Work and the use of defibrillators and all other equipment used for transporting patients.

## The service we provide

Ambulances we can provide include:

- **Single-manned ambulance (Driver Only)**  
Available for patients who travel in a wheelchair but require no assistance during the journey.
- **Two-manned ambulance (Driver & Attendant)**  
Ambulance vehicle with driver and attendant equipped with a carrying chair and stretcher. This vehicle is available for persons who have limited mobility and require the assistance of two staff.

A carrying chair is available to lift patients out of their homes (over steps) to the ambulance. Wheelchair patients can be carried securely.

The ambulance is equipped with a stretcher for any patient who is required to lay down in transit, either through medical reasons or the patient has a long leg cast. Unfortunately, our stretchers do not go upstairs as they cannot be lifted.

The attendant stays in the back of the vehicle at all times when any patients are on board.

To help with getting patients from upstairs if there is no lift, we have the use of a mechanical stairclimbing chair which can take up to 24 stone in weight.

***Paramedics/Technicians can be provided with notice.***

## Booking Patient Transport

We have a dedicated Call Centre for booking transport and an on day Control Room who distribute the workload out to our road crews via a Tom Tom system which plans their routes.

We have four call centre/booking staff who take all the calls and are very knowledgeable. They are trained to provide advice on the type of transport suitable for the patient.

If you need an Ambulance or Hospital Car, you must first contact the Booking Line. Please ensure at the time of calling that you have the following information available:

- Name of person travelling
- Address
- Telephone Number
- Date of travel
- Appointment time
- Access requirements
  - Single man ambulance
  - Two man ambulance
  - Hospital Car
  - Oxygen
  - Stretcher
  - Access to property
  - Approximate weight of patient etc.

BOOKING PATIENT TRANSPORT CONTACT INFORMATION			
	External	Internal	
<b>Call Centre</b>	<b>01803 656777 (Patients only)</b>	<b>Ext. 56789 (Wards &amp; Hospitals)</b>	<b>Patient Transport/Hospital Car Service Booking and Advice Line</b>
<b>Out of Hours</b>	<b>07788 421493</b>		<b>Out of hours emergency line – on call manager</b>
<b>Peter Heath Assistant PTS Manager</b>	<b>01803 656796</b>	<b>Ext. 56796</b>	
<b>Andrew Knowles Hospital Car Service/On Day Control</b>	<b>01803 656788</b>	<b>Ext. 56788</b>	