

PATIENT TRANSPORT SERVICES

Enabling our patients to access the point of their healthcare is one of the Trust's priorities and an important part of the patient healthcare pathway. Due to the nature of the healthcare services that this Trust provides many of our patients arrive at the hospital by car, often with a carer or relative.

Therefore following on from the 2009 Transport Strategy deliverables (Appendix xx) the priority from a Travel Planning perspective is to continue to deliver alternative transport and travel solutions aimed directly at staff and students who attend the site, in order to make car parking spaces available for our patients and visitors.

In cases of non-emergency patients, i.e.: those who have a non urgent need to be at the hospital but who cannot get to the Trust without help, can have booked for them by their GP a non-emergency patient transport vehicle and driver. If the patient is too immobile, a driver and carer is supplied with the Patient Transport vehicle and assists the patients to and from the hospital, removing the

The regional non - emergency Patient Transport Service (PTS) is managed by the primary care trusts and currently provided by South Central Ambulance Service (SCAS) and X9 for all patient transport to UHS patients.

The Patient Transport Service is provided for eligible outpatients, admissions, discharges and transfers and is a pre-booking-in system with an eligibility criteria and a minimum of 24 hours booking before transport is required.

There is a strict criteria of patient eligibility which is individually approved by the GP resulting in the robust management of PTS vehicles to and from and on the site. The Trust recognizes that the provision of suitable PTS drop off points around the hospital site are important in getting the patient to their clinic location with the minimum of distance to travel into the buildings upon arrival, whilst also avoiding any congestions on the site whilst non-emergency drop offs take place.

It is known that the demographics of these non-emergency patients are from NHS Hampshire, Southampton City, Portsmouth City, Wiltshire, from NHS Bournemouth and Poole, NHS Dorset and NHS Sussex PCTs. There is a published process for patients not registered in any of the above PCTs.

Frontline Emergency "999" ambulances are currently provided by South Central Ambulance Service (SCAS) and X9 and are accommodated with a restricted access route once on the site with a dedicated Emergency Department (A&E) parking area.

The Trust recognizes that there maybe future requirement to review the Emergency Department (A&E) restricted car parking provision for those following by car, a relative in a "999" ambulance, dependant upon any future site developments.

