



South Central Ambulance Service **NHS**

NHS Foundation Trust

Non-Emergency Patient Transport Service
(NEPTS) in the Thames Valley area
(covering Berkshire, Buckinghamshire and
Oxfordshire)

What's changing from 1 April 2016?

THE NEPTS SERVICE SUMMARY

From 1 April 2016 South Central Ambulance Service NHS Foundation Trust (SCAS) will be providing the NEPTS service for all patients registered with a GP in a Berkshire, Buckinghamshire or Oxfordshire Clinical Commissioning Group (CCG) area, under a single Thames Valley contract.

NEPTS provides transport for patients who have a medical reason that means they are not able to travel for treatment by another method. It includes the following journeys:

- ➔ To a planned outpatient appointment
- ➔ To hospital for a planned admission
- ➔ Home from hospital following your discharge
- ➔ To and from renal dialysis appointments
- ➔ Home to the Thames Valley area from hospitals in other areas of the country

As resources are limited and are focussed on the patients with most need, there are eligibility criteria that must be met in order to access the service.



WHAT'S CHANGING ON 1 APRIL 2016?

SCAS will now provide the NEPTS service to the Thames Valley area under a single contract, rather than three separate ones. We will be introducing a number of improvements to the service from 1 April 2016.

Making bookings

- ➔ Bookings can be made 24 hours per day, 7 days per week, 365 days a year
- ➔ Healthcare professionals at your GP surgery or clinic can book journeys via our online booking portal
- ➔ You can manage your booking and check your journey status through Patient Zone on the SCAS website

Journey operating times	
Outpatient and inpatient admissions	06:00-22:00, 7 days per week
Discharges and transfers	24 hours per day, 7 days per week
Renal appointments	05:00-01:00, 7 days per week
Rapid Assessment Units	08:00-20:00, 7 days per week
Repatriations from elsewhere in UK to TV area	08:00-18:00, 7 days per week
National Spinal Injuries Clinic (NSIC) patients	06:00-22:00, 7 days per week



Keeping you informed about your journey

We will send you the following SMS Text notifications (or voice message to your land line if you don't have a mobile phone) once you have booked your journey:

- ➔ Confirmation of your journey will be sent to you between 24 and 48 hours in advance of your journey
- ➔ We will also send a message when your vehicle is en route

Managing your NEPTS booking

You will be able to access our Patient Zone, an online portal where you can manage your booking, via any internet enabled device. There you can check your journey status, cancel your booking if you no longer require it and 'Book Ready' for your return journey.

You can find the NEPTS Patient Zone at www.scas.nhs.uk/nepts

WHO IS ELIGIBLE FOR NEPTS?

The NEPTS service is only available to eligible patients. You are considered eligible if:

- ➔ Your medical condition is such that you require the skills and support of NEPTS staff during or after your journey, and/or it would be detrimental to your condition or recovery to travel by other means.

Or:

- ➔ Your medical condition affects your mobility to such an extent that you would be unable to access healthcare and/or it would be detrimental to your condition or recovery to travel by other means.

You may also travel if you are the recognised parent or guardian of a child being transported by NEPTS.

You are not eligible if:

- ➔ You are attending a primary care service, such as a routine GP or health centre appointment
- ➔ You are not an NHS patient
- ➔ You require transport outside England, Scotland and Wales

What are my options if I am not eligible?

If you are ineligible for NEPTS we will direct you to alternative transport options that you can access in your local area, such as voluntary transport groups, private taxis or public transport.

HOW TO ACCESS THE NEPTS SERVICE

You can book a NEPTS journey by calling our contact centre on 0300 100 0015 and speaking to a staff member who will check your eligibility, or by getting a healthcare professional at your GP surgery or clinic to make a booking for you using our online system.

You will need to have the following information with you in order to make a NEPTS booking:

- Name
- NHS number
- Date of Birth
- Home address and contact phone number
- GP practice
- Mobility and care requirements
- Relevant health issues
- Care package details
- Home access information including key codes
- Date and time of travel required
- 'From' and 'to' destinations, including specific clinic details if appropriate.

The person taking your booking will ask a series of questions to assess whether you are eligible to use the service.

If you have had a day case or outpatient appointment, you need to let us know that you are ready for us to collect you once it is finished.

You can do this by:

- ➔ Asking a healthcare professional at the clinic or ward to 'Book Ready' using our online system, or
- ➔ Calling our contact centre on 0300 100 0015

WHERE TO GET MORE INFORMATION

You can access all the latest information on the NEPTS service at the Patient Zone section of our website at www.scas.nhs.uk/nepts

You can also contact us at:

Email TVnepts@scas.nhs.uk

Call 0300 100 0015

We value feedback from all patients who use our NEPTS service. As well as having paper survey forms and freepost envelopes on our vehicles, you can also use our online PTS Patient Experience Survey to leave feedback at any time. You can access the survey here: www.scas.nhs.uk/pts-patientexperience

If you would like to receive this document in large print, braille, audio tape, or in an alternative language, please contact us.

For further information visit the website, email or call 0300 100 0015.

Proud to be caring for you!

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