

Frequently Asked Questions

What is the non-emergency patient transport service?

The non-emergency patient transport service (NEPTS) is funded by the NHS for patients who, due to their mobility needs or medical condition, are unable to travel safely by other means.

Who provides the non-emergency patient transport service?

The non-emergency patient transport service (NEPTS) is provided by E-zec Medical Transport Services on behalf of Shropshire, Telford and Wrekin Clinical Commissioning Group and Powys Health Teaching Board. You can find out more about E-zec by visiting www.e-zec.co.uk

Who is eligible to use the non-emergency patient transport service?

To find out if you are eligible to use NEPTS, you'll need to be assessed against national criteria by calling us on **0300 7770077**. You can also find out more about eligibility criteria via www.shropshirepatienttransport.co.uk

Usually NEPTS is available to you if:

- Your medical condition means you cannot use other forms of transport without damaging your health.
- Your mobility means that you would be unable to use any other means of transport, for example stretcher patients.
- You need the skills and support of specialist patient transport staff, for example to administer oxygen during the journey.

Who pays for NEPTS and is it free for patients?

The local NHS Clinical Commissioning Group pays for this transport, for any patient registered with a local GP who is eligible for NEPTS transport. It is free for patients who are eligible for the service.

What training do NEPTS staff have?

E-zec ambulance crews (also known as on the road teams) have a wealth of experience and expertise in delivering high quality patient care with an empathetic approach.

Each one of our team has gone through an enhanced Criminal Record Bureau check, are driver assessed and undertake a full accredited in-house training programme.

How do I book non-emergency patient transport?

If you are a patient, or a patient's nominated representative, please call **0300 7770077** Monday to Friday from 8am - 6pm (including public and bank holidays)

If you are a clinician or a healthcare team booking transport for patient discharges or transfers, please use the **[Patient transport online booking](#)** service as it is quicker and easier than booking by telephone and it will allow you to track patients and flag them as 'ready' for transport quickly and easily.

First time users of the system will need to contact **[IT Support at E-zec Medical](#)** to organise a unique username and password. Training can be provided if required.

If you're unable to make patient transport bookings using the online system, please call **0300 777007** available 24 hours a day, 7 days a week, including Public and Bank Holidays.

Please make sure you have all the relevant patient information and **correct mobility code** ready when you contact us.

Can patients take their belongings on the transport when being discharged or transferred?

We ask that patients are discharged or transported with only their essential items and that family or friends have already taken the patient's belongings home for them. Our ambulance crews will only be able to transport luggage and equipment that is essential and can be safely secured during the journey. If family or friends are unable to take a patient's belongings, please book our equipment service to arrange for these items to be collected and transported.

What happens after I've booked my transport?

E-zec will call you to confirm your booking and if you booked directly, you'll also receive confirmation by letter or email.

When will I be picked up for my appointment?

It's not possible to give an exact time, but you will usually be picked up within the two hour window before

your appointment time. This is because we may have to pick up other patients on the way to the hospital or clinic.

What will happen when I arrive at my destination?

You will arrive outside of the hospital or clinic main entrance. If required, we'll assist you to get to the waiting area, clinic, outpatient department or ward you need for your appointment.

What happens after my appointment has finished?

Usually, a return journey is included in the transport provided for outpatient and day patient appointments, unless otherwise agreed at the time of booking. When your appointment has finished, please wait in the main reception area of the hospital or clinic, where you've had your appointment, and you'll be collected from there.

If I have a follow-up appointment, will I automatically be entitled to NEPTS?

No. You'll need to be assessed, each time you need to book transport to check that you are still eligible. The exception would include eligible dialysis and oncology patients, who attend recurring appointments frequently and whose circumstances remain the same.

What should I do if my appointment changes or I need to cancel my patient transport?

If your appointment changes for any reason, or you need to cancel your patient transport booking, it's really important to let us know as soon as you can on **0300 7770077**.

Can I bring someone to travel with me?

Only in certain circumstances. A family member, friend or carer may only travel with you if you:

- Are under the age of 16 – an escort **must** travel with the patient
- Rely on a translator
- Rely on a carer for communication or has significant communication difficulties, including learning difficulties, impaired sight or is hard of hearing
- Have mental health issues which requires a known carer to accompany them
- Have a medical condition that requires constant supervision for safety

Please note mobility needs alone do not necessitate an escort, as the patient's mobility needs will be met by the ambulance crew or hospital staff.

Can I book an all female or all male crew?

In some circumstances this may be possible. This would need to be agreed and booked with as much advance notice as possible, at least 48 hours ahead. You will also need to provide information to support the request.

What do I do if my patient transport doesn't arrive on time?

Please contact us on **0300 7770077**. We'll check on the whereabouts of your transport and let you know what's happened.

What happens if I'm not ready when the transport arrives to collect me?

As there may be other patients being collected on the way, patients are generally asked to be ready to be picked up from their home at least two hours before their appointment time. If you are not ready when the transport arrives, the crew or driver will have to decide how long they can wait without compromising the arrangements for other patients. If they can't wait for you and need to move on to another pick up, there is no guarantee they will be able to return at a later time.

What happens if the patient is not ready when the transport arrives to collect them from a ward or clinic ?

If a patient is not ready for transport when our crew arrives, we can only wait for **10 minutes**. This is to ensure other patients are not delayed or left in the ambulance for longer than necessary.

If the crew has to leave without the patient, because they are not ready for transport at the agreed time, a new booking will need to be made by using the online booking system (clinical teams only) or by calling **0300 7770077**.

What are the other transport options?

If you're not eligible for NEPTS, there are other community programs that may be more suitable. To find out more please visit www.shropshirepatienttransport.co.uk

We'll also let you know when you call, about some of the alternative services that may be available in your local area for example public transport, local volunteer groups, subsidised local minibus groups or similar.

Many volunteer groups do require a donation towards costs at a pre-specified level.

If you'd like to know more about some of the alternative services that may be available in your local area for example public transport, local volunteer groups, subsidised local minibus groups or similar please visit:

- [Royal Voluntary Service](#)
- [Age UK](#)
- [Shropshire Community Transport](#)
- [Shropshire Council](#)
- [Telford Community Transport](#)

Where can I go for financial support with transport, if I'm not eligible for NEPTS?

If you're not eligible for Non-emergency Patient Transport Services, but you are receiving income support or other qualifying benefits, you may be able to claim back some, or all, of your travel costs through the Healthcare Travel Costs Scheme. The Healthcare Travel Costs Scheme provides financial assistance in meeting the cost of travel to and from NHS appointments. Please call **0300 330 1343** or find out more on the [NHS England website](#).

How do I give feedback on the service I've received?

We value all feedback from those who use our service. If you have a compliment, complaint or comment, please contact us in any of the following ways:

Post: E-zec Medical Transport Ltd, Unit 13 Knights Way Battlefield Enterprise Park Shrewsbury
Shropshire SY1 3AB

Email: patientexperience@e-zec.co.uk