

What journeys does the NEPTS Service undertake?

- Taking you to or from outpatient and clinic appointments at hospitals, treatment centres and health centres
- Taking you to hospital for a planned admission
- Taking you home from hospital when you are discharged
- Taking you for renal dialysis
- Taking you between two hospitals, treatment centres or health centres
- Taking you home to Milton Keynes from other hospitals around the country

How do I make a booking?

Bookings can be made directly by you calling the SCAS NEPTS Contact Centre on 0300 100 0024 (option 5), or by your GP or another healthcare professional. Our Contact Centre staff will assess each patient against the eligibility criteria summarised above and, if accepted, will confirm your booking.

Once it has been made, you can cancel or change your booking (for example if your appointment changes or you no longer need it) by calling the SCAS NEPTS Cancellation line on 0300 790 0143.

If we are not able to answer your call within 60 seconds it will be routed to an answer machine where you can leave a message. Messages are responded to within 30 minutes.

On the day before your planned journey we will contact you to remind you of the booking, and provide an opportunity to cancel it if appropriate. On the day of travel, we provide you with a further notification shortly before collection, prompting you to prepare for travel.

For further information or feedback

Find out more about the SCAS non-emergency patient transport service in Milton Keynes on our website: www.scas.nhs.uk

We value feedback from all patients who use our non-emergency patient transport service. As well as using paper survey forms and freepost envelopes available from our staff, 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

Proud to be caring for you!



South Central Ambulance Service **NHS**
NHS Foundation Trust

Improvements to Non-Emergency Patient Transport in Milton Keynes, from 1 April 2015



From 1st April we are introducing some changes to improve the Non-Emergency Patient Transport Service (NEPTS) in Milton Keynes, which is provided by South Central Ambulance Service NHS Foundation Trust (SCAS).

The key changes that are happening from 1st April are:

- ➔ Extended hours. The core hours are now:
 - ➔ Monday to Sunday: 05:00 -2300hrs
 - ➔ Bank Holidays: flexible to meet demand, at times as agreed with Milton Keynes Hospital
- ➔ Greater clinical training for drivers and other operational staff
- ➔ Formal training qualifications for assessment and booking staff
- ➔ New vehicles to refresh the fleet
- ➔ Journeys to hospitals and other treatment centres within 20 miles of the Milton Keynes CCG border will now be provided by SCAS

Staff training

All our Milton Keynes NEPTS operational staff will be clinically trained in First Aid up to 'First Person on Scene' (FPOS) Intermediate level. This means they will be fully qualified to manage a medical emergency up until the arrival of paramedic support if required.

All the staff who manage and process your booking will also receive the appropriate formal training qualification to cover their area of work.

New vehicles

We are ordering brand new vehicles to replace our Milton Keynes NEPTS fleet. Over a period of 6 months, all the vehicles used to provide the service to patients will be upgraded to new models to ensure your journey is as comfortable as possible.

Apart from these changes, your service will remain the same.

SCAS will continue to provide the non-emergency patient transport service for all eligible patients registered with a GP in the Milton Keynes Clinical Commissioning Group (CCG) area, or patients who are not registered with a GP but who live in the Milton Keynes CCG area.

What are the eligibility criteria?

The NHS has limited resources, and providing non-emergency patient transport has to be reserved only for those who have a clinically stated medical need that prevents them using private or public transport.

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.

Speak to the SCAS NEPTS Contact Centre on 0300 100 0024 (option 5) if you are unsure whether you qualify or not. If you are not eligible they will be able to give you information about alternative transport options.