

How to get to my appointment



South Central Ambulance Service NHS Trust provides pre-arranged transport to and from your appointment via our Patient Transport Service (PTS).

You will be asked a series of questions to assess whether you qualify for the service.

How will I know if I can use the Patient Transport Service?

You will qualify for our Patient Transport Service if you

- require continuous oxygen
- require a stretcher
- cannot stand or walk by yourself more than a few steps and, cannot travel by public transport or in a family or friend's car
- have a disability that prevents you from travelling by private or public transport
- have a medical condition that may deteriorate if you were to travel by private or public transport.

Can I bring someone with me?

If you meet any of the above criteria, you may be able to travel with an escort, if one or more of the following apply:

- You are under 16 years of age
- You have significant communication difficulties, including learning difficulties, impaired sight or are hard of hearing

- You have a mental health problem that prevents you from travelling alone
- You have a medical condition that requires constant supervision for your own safety
- You require a carer at your destination.

If you meet the criteria for our Patient Transport Service, please contact the team on **0300 100 0015**. You will need your appointment letter to hand when phoning to request transport.

If I do not qualify for PTS, what are my options?

Community Transport Schemes

There are schemes across Oxfordshire that will transport patients to and from hospital appointments for a small fee.

Our team may be able to provide you with a contact number for one of these in your local area.

Travelling by bus

Oxfordshire has an excellent bus service, for more information contact:

Oxford Bus Company

Tel: 01865 785 400

Website: www.oxfordbus.co.uk

Stagecoach

Tel: 01865 772250 or

Website: www.stagecoachbus.com

Travelling by car

Hospital sites have *Pay and Display* parking areas and links to Park and Ride services. For more information, please contact Oxford Bus Company on 01865 785 400.

Can I get help to pay for my travel to my appointment?

The NHS provides a *Healthcare Travel Cost Scheme* to assist with travel to hospital appointments.

If you receive...

- Income Support
- Income-based or Job Seeker's Allowance
- Child and Working Tax Credit.

... please discuss the scheme with staff when you attend your appointment.

If I am unhappy with the decision, what can I do?

If you have been told you do not qualify for our patient transport service (PTS) and are unhappy with the decision you can contact the Patient Advice and Liaison Service (PALS).

Free phone: 0800 052 6088 or

Email: pals@oxfordshirepct.nhs.uk

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