



**NHS**

**South Central  
Ambulance Service**  
NHS Foundation Trust



# Non-Emergency Patient Transport Service (NEPTS) in Surrey

**Version: January 2018**

# THE NEPTS SERVICE SUMMARY

From 1 April 2017 the Non Emergency Patient Transport Service for patients in Surrey is provided by the South Central Ambulance Service NHS Foundation Trust.

This service is free and available for residents of Surrey who are registered with a Surrey GP and reside in one of the following areas: North East Hants & Farnham CCG, East Surrey CCG, Guildford & Waverley CCG, North West Surrey CCG, Surrey Heath CCG, and Hounslow CCG (only for Hounslow patients requiring transport to or from Surrey Hospitals).

NEPTS is available for patients traveling:

- ➔ To and from a planned outpatient appointments
- ➔ To planned hospital admissions and discharges
- ➔ For hospital transfers
- ➔ Home to the Surrey area from hospitals in other areas of the country

Eligibility criteria apply.



## MAKING BOOKINGS

→ To make the first booking please call the Central Booking Line on **0300 123 9840** between 08:00 and 18:00, Monday to Friday. If a booking is required outside of these days and times, please contact your Health Care Provider.

### **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 if applicable
- 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.

Healthcare professionals at your GP surgery or clinic can book your transport via our online booking portal 24 hours per day, 7 days per week, 365 days a year



If you are hearing-impaired and use a service such as **Typetalk**, you can call the Central Booking Line through them, and we will process your booking as usual.

<b>Journey operating times</b>	
Monday - Saturday	06:00 - 23:59
Sundays and Bank Holidays	06:00 - 23:00

### **Keeping you informed about your journey**

When you book your journey you can request the following SMS Text notifications (or voice message to your landline if you don't have a mobile phone) to be sent to you:

- ➔ Confirmation of your journey, to be sent to you between 24 and 48 hours in advance of your journey
- ➔ A message to tell you that your vehicle is on the way

## Managing your NEPTS booking

Once you have made your first 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 and cancel your booking if you no longer require it.

You will need your NHS number and date of birth. You can find the NEPTS Patient Zone at [www.scas.nhs.uk/nepts](http://www.scas.nhs.uk/nepts) in the 'Manage my booking online' section, or by going direct to <https://managemybooking.scas.nhs.uk/patientzone>

## WHAT ARE MY RESPONSIBILITIES?

In order for us to provide an efficient and timely service to all our patients we ask that you please:

- Make sure that you are ready on time so that there are no unnecessary delays when we collect you
- Answer all questions relating to the eligibility criteria as accurately as possible and make sure that you have your NHS number to hand (this is often shown on your appointment letter, or is available from your GP)
- Make us aware as soon as possible if you need to amend your booking in any way. If your appointment is cancelled or you no longer require your transport please call the cancellation line on **0300 790 0140**

## 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
- ➔ 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 the local council who have details of alternative transport options in your local area, such as voluntary transport groups, private taxis or public transport. The Healthcare Travel Costs Scheme may also provide help with the cost of fares: see [www.nhs.uk/nhsengland/healthcosts/pages/travelcosts.aspx](http://www.nhs.uk/nhsengland/healthcosts/pages/travelcosts.aspx)

## WHERE TO GET MORE INFORMATION

You can access all the latest information on the NEPTS service on our website at [www.scas.nhs.uk/nepts](http://www.scas.nhs.uk/nepts), and you can contact us by email at [PTSSurreyQ&A@scas.nhs.uk](mailto:PTSSurreyQ&A@scas.nhs.uk)

We value feedback from all patients who use our NEPTS service. Our patient surveys are available on all our vehicles as well as on our website at [www.scas.nhs.uk/nepts](http://www.scas.nhs.uk/nepts).

You can also feedback your experiences directly to the CCG via email at [patienttransportfeedback@nwsurreyccg.nhs.uk](mailto:patienttransportfeedback@nwsurreyccg.nhs.uk)

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

Proud to be caring for you!

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**Surrey NEPTS - Jan 18**