

What happens when I'm ready to go home?

Please let the Transport staff know that you are ready to go home. You can then visit the pharmacy to collect any medication. If you need help getting to the pharmacy, a porter can take you before accompanying you to the Transport desk.

We will try to get you home as soon as we can. However, you may have to wait up to 90 minutes to be collected.

It is important to note that journeys are planned to make the most effective use of our vehicles. This means that other patients may share the same vehicle with you.

Can I have an escort?

We use Department of Health guidelines to decide whether an escort is appropriate. We will do this as part of the assessment process.

Cancellations

If your appointment is changed, or you cannot attend your appointment, please ring us as soon as possible on **020 3456 7010** to avoid wasted journeys.

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Contact Details

Transport Assessment Team

Transport Department
250 Euston Road
London NW1 2PG

Telephone: 020 3456 7010
(Monday to Friday 9am-5pm)

Complaints Department

Quality and Safety Department, UCLH
Second Floor West
250 Euston Road
London NW1 2PQ

Telephone: 020 3447 7413

Email: complaints.officer@uclh.nhs.uk

Website: www.uclh.nhs.uk

If you need a large print, easy read, braille, audio or translated copy of this document, please contact us on 020 3447 9828. We will try our best to meet your needs.

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University College
London Hospitals
(UCLH)

The Hospital
Transport Service

The Transport Department



What is hospital transport?

It is a service provided for patients who are unable to attend hospital appointments by public transport or any other means due to their medical condition.

Can I use hospital transport?

Wherever possible, patients are required to make their own way to and from hospital appointments. If your medical condition affects your ability to travel independently (including with the help of friends, relatives or carers), our Transport Team can assess whether you meet the Department of Health criteria for eligibility to use this service.

To find out if you can apply for this service you will need to have a telephone assessment with our Transport Team. If you need help to request hospital transport, a friend, relative or carer can call on your behalf.

How is hospital transport booked?

Your GP should request the transport for your first visit to hospital. For follow up appointments, you should contact the transport assessment team on **020 3456 7010**. Your eligibility for hospital transport will need to be reassessed each time.

Exceptions

Patients attending hospital on a regular basis, such as radiotherapy, chemotherapy and physiotherapy patients, will be assessed once for eligibility for the course of that treatment. A single assessment also applies for patients who have multiple appointments over any three-month period.

Patients whose mobility is unlikely to improve will be exempt from the re-assessment process. You must still contact the assessment team so that transport can be booked for each appointment.

What does the assessment involve?

This is a short, confidential telephone interview with a member of our staff to assess your transport needs.

How much notice should I give?

Please contact the transport team on **020 3456 7010** as soon as you can or at least **three** days before your appointment to give us time to arrange your transport.

What can I do if I am not eligible for transport?

You can talk to the transport manager who will try to resolve your transport issue or pass on your details to a senior nurse.

If you are not happy with the decision, you can contact our complaints department - details are listed at the end of this leaflet.

Will you confirm my booking?

Yes. On the day before your hospital appointment (or on Saturday if your appointment is on a Monday or Tuesday), we will phone you to:

- make sure you are still coming to your appointment
- check that you still need hospital transport
- confirm your address
- tell you the approximate pick up time
- check that the correct type of vehicle has been booked for you.

When will I be collected?

This depends on your postcode, but you should be collected to allow enough time for you to arrive before your appointment. Please be ready when transport arrives, as drivers cannot wait more than 15 minutes.

What happens when I get to the hospital?

We will show you the way to the hospital reception area where a member of staff will tell you how to get to your appointment or arrange for a porter to take you there. A porter request can take up to 30 minutes.