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

Can I have an escort?
We use Department of Health guidelines to decide whether an escort is appropriate, this will be done as part of the assessment process. An escort is there to provide specific assistance that our Transport crew cannot give.

Quality Standards
We aim to ensure that:

- 95% of patients who use hospital transport arrive at the hospital no earlier than 45 minutes before and no later than 15 minutes after their appointment time.
- 95% of patients leave hospital within 60 minutes of reporting ready to the Transport desk.

We value your feedback. If you wish to comment on our patient transport service, please complete a Friends and Family card and place it in the comment box.

Contact Details
Transport Assessment Team
Transport Department
250 Euston Road
London NW1 2PG
Telephone: 020 3456 7010
(Mon to Fri 9am-5pm)

Complaints Department
2nd Floor west
250 Euston Road
London NW1 2PQ
Website: www.uclh.nhs.uk

If you need a large print, easy read, braille, audio or translated version of this document please ring 020 3447 4735. We will try our best to meet your needs.
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.

How hospital transport is booked?
For your first visit to hospital, transport should be requested by your GP if appropriate. For any follow up appointment you should contact the transport assessment team on 020 3456 7010.
To make it easier for you, Patients who need to attend hospital on a regular basis – for example radiotherapy patients will be assessed once for transport for the entire block of that treatment. This single assessment will also apply for patients who have multiple appointments over any three month period.

Patients whose mobility is unlikely to improve will also be exempt from the assessment process but will still need to contact the assessment team so that their transport can be booked for each appointment.

Can I use hospital transport?
To see if you are eligible for this service you will need to have a telephone assessment by our Transport Team. If you need help to request hospital transport, a friend, a relative or a carer can call on your behalf.

What does the assessment involve?
This is a short, confidential telephone interview conducted by a member of our staff to assess your needs,

How much notice do you need?
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 you do if we cannot offer you transport?
You can ask to discuss this decision with the team supervisor or the transport manager. They will try to resolve your transport issue or pass on your details to a senior nurse.

If you are not satisfied with the decision, you have the right to write to our complaints department whose details are provided in the contacts section of this leaflet.

Will you confirm my booking?
Yes. On the day before your hospital appointment (or on Friday if your appointment is on a Monday) 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 you be collected?
Please be ready when your transport arrives, as drivers cannot wait more than 10 minutes.

What happens when you get to hospital?
You will be shown the way to the main hospital reception area where a member of staff will give tell you how to get to your appointment. If needed, we will arrange for a porter to take you there.

Going home
A porter will take you back to the patient transport waiting area if you are unable to get there on your own. Please let the Transport staff know that you are ready to go home. If you need any help please speak to the Transport staff who will be happy to assist you.

If you need to collect medication from the pharmacy please do this before returning to the Transport desk. If needed a porter will help by taking you to the pharmacy 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 60 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.