

## NEPTS FAQs

### **What is non-emergency patient transport service or PTS?**

Non-emergency Patient Transport Service (NEPTS) or Patient Transport Service (PTS) is provided for patients who are being transferred to and from hospital or other medical appointments. These include:

- to a planned outpatient appointment
- to hospital for a planned admission
- home from hospital following your discharge

### **Who can use Patient Transport Services?**

You must be registered with a GP Practice in Derbyshire. Non-emergency patient transport is provided for patients who need to travel to and from hospital appointments, and who have a medical condition that prevents them from using other forms of transport. It is not available to people who want transport for financial or social reasons.

### **What are the eligibility criteria?**

When you come to book your transport, you will be asked a short set of questions to assess your eligibility for transport. From Monday 4 September all Derbyshire CCGs are adopting the national eligibility criteria. This will help to ensure fair and consistent access to the service. If following these questions you are eligible for PTS, transport will be arranged for you.

### **Who is the provider of PTS in Derbyshire?**

East Midlands Ambulance Service (EMAS) provide PTS for patients who meet the national eligibility criteria and are registered with a GP in Derbyshire.

### **Am I automatically eligible for this service if I have used it before?**

You are not automatically eligible even if you have used this service before. A patient's eligibility to qualify for PTS is based on medical need and is taken from national Department of Health guidance.

### **Can I use these services with a friend or family member?**

In most circumstances, patients use these services on their own. However, there are certain exceptions to this rule, for example, a parent is able to travel with a child and a carer or health professional can travel with someone who has a learning disability or a mental illness.

### **How do I book non-emergency patient transport?**

If you would like to book this service for yourself, a relative or friend, call 0300 300 34 34

### **What are the opening times of the transport booking service and when is the service available?**

The office is open 24 hours a day, seven days a week, 365 days a year

### **If I'm not eligible for patient transport, what are the alternatives?**

If you're not eligible to use this service, there are a number of options available to you, including using public transport, asking friends or family if they are able to take you, or taking advantage of community transport. More information can be found on your local council's website.

If you live in Derbyshire visit <http://www.derbyshirect.co.uk/> for community transport.

If you can't afford to pay to travel to and from healthcare appointments, you might be able to claim under the [NHS Healthcare Travel Costs Scheme](#).