



Working in partnership with the 

# Patient Transport Service

*Supporting you on your journey to and from your medical appointments.*

*Your non-emergency patient transport provider for Leicester, Leicestershire and Rutland.*



# A service for you

## *What is changing?*

Your transport provider to and from healthcare appointments will change from Arriva to TASL on 1 October 2017.

## *What do I have to do?*

If you would like to arrange a booking please call **0345 241 3012**. We will be taking new bookings from 18 September for appointments that are for 1 October and beyond.

When you first book a journey you will need to provide your personal details including information about your GP. For each booking we need to know the time and location of your appointment. We will need your NHS number.

## *How will I be assessed?*

Entitlement to transport depends on whether you meet the eligibility criteria set out by NHS West Leicestershire CCG, NHS East Leicestershire and Rutland CCG and NHS Leicester City CCG.

When you book your transport we will ask some questions which will determine your eligibility to use non-emergency patient transport services.

This is to guide us on whether or not you have a medical need to use the service.

## *What happens next?*

We will provide you with a unique booking reference, which you can then use to enquire about your transport at any time.

## *Who will collect me for my appointments?*

Our friendly, fully trained staff will collect you from your place of residence. All of our team members wear ID badges and are there to listen to your needs during your journey with us. We aim to collect you no more than one hour prior to your appointment for pre-booked journeys.

## *What should I bring with me?*

It's crucial that you bring your medication and any dietary items that are related to your medical condition. Bring your appointment details with you. You may bring a small item of luggage if you wish.

## *Can I take my own wheelchair?*

You can take your own wheelchair provided it is designed to be securely and safely attached to the vehicle's securing mechanisms, in line with current vehicle safety regulations. Alternatively, we will provide one for you.

## *Can I take someone with me?*

You may bring one escort with you, but only if:

- You need support on a regular basis
- You need your carer or assistant to support you
- You have communicative or sensory difficulty, such as visual impairment, hearing loss or speech difficulties
- You are under 16 years of age.

# Helping us help you

## Where do I wait when I am ready to go home?

Please report to the clinic reception area and inform them that you are ready to go home. Our crew will collect you from the waiting area to get you home safe and sound.

## Please remember:

- to advise us of any additional needs
- you may have to share your journey with others
- to respect the no smoking and no vaping policy
- bring your appointment information or referral letter

## Feedback

We welcome feedback on any aspect of the service and your comments will help improve the quality of service we provide. TASL and partnering NHS Clinical Commissioning Groups work closely together ensuring that the dignity, safety and wellbeing of patients are our highest priorities.

## What if I am not eligible for the service?

If you are not eligible for the patient transport service, you will need to make your own transport arrangements to get you to your appointment.

If you are on low income, or in receipt of Income Support, Working Families Tax credit or Income Based Job Seeker's Allowance, you may be able to claim back travel expenses through the Hospital Travel Claim Scheme (HTCS).

## Your mobility

In order to personalise the service to your mobility needs, we need to know what you'll be using to get out and about. Tell us if you use a manual or electric wheelchair or if you use any walking aids.

We supply certified child seats if necessary. We will ensure that you are properly and comfortably secured in the vehicle with seatbelts and appropriate wheelchair restraints.



# Cancel Transport

Call 0345 241 3012

Don't forget to let the hospital or clinic know that you've cancelled your appointment!

# What we provide



*TASL is your patient transport provider, commissioned by NHS West Leicestershire CCG, NHS East Leicestershire and Rutland CCG and NHS Leicester City CCG.*

*We provide non-emergency transport to patients who have a medical condition that would prevent travel by other means.*

*We are here to ensure you get to and from your hospital appointments with dignity and safety being our highest priority. With the support of professional and personable staff, you can expect your journey to be free of anxiety in our care.*

*If you tell us your specific, medical needs over the phone we can find out if you're eligible for this service using this number: **0345 241 3012***

Compliment, comment or complaint?  
Contact the Patient Experience Team:

📞 0808 164 4696

@ PET@thamesgroupuk.com

🌐 tasl.uk.com

☰ You can write to us at:

TASL,

Landmark House East,

Alpha Court,

Kingsley Road,

Lincoln,

LN6 3TA.

Non-emergency patient transport is for patients who:

- Have a medical condition that prevents them from travelling to hospital by other transport
- Have treatment with side effects that requires the support of our specialist staff
- Have a medical condition that might put them at risk from harm if travelling independently
- Have health needs that require medical assistance during transport (for example, oxygen access)

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