



Delivering the right care, at the right time, in the right place

## Patient Charter

### Why we have a Patient Charter

This Patient Charter explains your rights and responsibilities when you use the Patient Transport Services (PTS) of the North West Ambulance Service NHS Trust (NWAS). If you ever need to use our service, we hope you find the information contained within this Charter helpful.

Our Trust works in a positive and open manner in partnership with hospitals and other organisations you may come into contact with as a patient. We want your combined patient transport and hospital experience to be as smooth as possible.

We appreciate that going to hospital can be a worry, and it is really important to us to try to make sure you know what you can reasonably expect when using our service. We also want to let you know how you can help us to make your overall experience as pleasant as possible.

### Aims

Our vision is simply to provide you with the right care, at the right time and in the right place.

**Patient Transport is available for those patients who meet the current eligibility criteria. When you request transport, you will be asked a series of questions based on the eligibility criteria set out within the Department of Health guidelines. These questions will help us to decide how we can best support you in getting to your appointment. If you are not eligible to use Patient Transport, we will try to assist you by giving you useful information about alternative transport options. If you are eligible to travel using our Service, you can expect the following:**

## Contacting Us

What you can expect from us	What we would ask of you
If you are eligible for patient transport a booking will be taken immediately and a unique booking reference number will be allocated to you. Please keep this safe in case you need to contact us.	We would ask you to answer all questions relating to the eligibility criteria as accurately as possible and please make sure that you have your NHS Number to hand (this is often shown on your appointment letter or is available from your GP).
We will try to ensure that the person you speak to when you make your booking will accurately record all information relating to your specific requirements e.g. whether special aids are required to help us communicate more effectively with you.	We would ask that you tell us any information that might help us to deliver an even better service for you e.g. specify preferred access (knock on the front or back door) or indicate if you are hard of hearing.
We provide a general Freephone telephone number and alternative numbers for *mobile phone users to book patient transport:  Freephone: <b>0800 0323 240</b> Mobile phone users for patients living in: <ul style="list-style-type: none"> <li>the Merseyside area: 0151 261 2580</li> <li>the Lancashire area: 01772 904907</li> <li>the Cheshire area: 01244 651301</li> <li>the Cumbria area: 01228 403031</li> </ul>	We would ask if: <ul style="list-style-type: none"> <li>your appointment is cancelled</li> <li>you no longer require your transport</li> <li>you need to amend your booking in any way</li> <li>you would like to inform us of any other information that we may need to take into consideration (e.g. extra time required when answering the door);</li> </ul> to please make the PTS booking centre aware of this as soon as possible by telephoning the appropriate number to the left.
If you are a haemodialysis or cancer patient we provide the following Freephone and alternative *mobile phone user numbers:  Freephone: <b>0800 0289 224</b> Mobile phone users for patients living in: <ul style="list-style-type: none"> <li>the Merseyside area: 0151 261 2581</li> <li>the Lancashire area: 01772 904919</li> <li>the Cheshire area: 01244 651311</li> <li>the Cumbria area: 01228 403064</li> </ul> *Some mobile phone providers may charge you to call a Freephone number. Please refer to your provider for information on call charges.	Transport booking reminders can be provided to you 3 days prior to your appointment upon request. If you would like to make use of this service, please telephone the relevant number to the left.
We will provide transport that is comfortable and suitable for your individual mobility requirements and to ensure that you are properly secured in the vehicle with seatbelts or wheelchair restraints as appropriate.	We would ask that you tell the person you speak to within the Call Centre of any other specific needs you may have in order that we can make your journey as comfortable as possible.
We will ensure our vehicles are fitted with the latest equipment to enable us to locate patient addresses quickly and efficiently and keep in regular contact with our control rooms to plan the most effective journey routes.	We would ask that you notify the PTS prior to your journey with any useful information which would help us to locate your address more easily.

### CALL ANSWERING

**When making a booking directly with NWAS, you can expect...**

75% of calls to be answered within 20 seconds

75% of calls to be answered by a person unless outside working hours when an automated service will be available

## Before your Transport Arrives

What you can expect from us	What we would ask of you
We will provide a Patient Transport Service which is delivered within a timely manner in line with the quality standards we are required to perform against. Where possible, we will give you an estimated collection time at the point of booking.	We would ask you to be ready to travel at the estimated collection time if you have been given one. If you have been given an appointment card or letter please bring it with you along with any medication you require during the day.

### JOURNEY INFORMATION

Although distance and travel conditions must be taken into consideration, we will try to ensure that your journey time should not exceed 60 minutes (40 minutes if you are travelling for haemodialysis or cancer treatment)

## During your Journey

What you can expect from us	What we would ask of you
We will ensure that our staff always carry ID and introduce themselves to you on arrival.	We would ask that you inform our staff of how you would prefer to be addressed (e.g. first name/Mrs etc.)
We will endeavour to ensure our vehicles are appropriately equipped and subject to regular maintenance and safety checks. The inside of the vehicles will be clean at all times and in the event of a vehicle becoming dirty during use, it will be taken out of service until it has been cleaned.	We would ask that patients kindly refrain from eating and drinking whilst on board our vehicles. Also please note that smoking is not permitted on board our vehicles.
We will ensure that you are treated and cared for by our staff who have the skills, knowledge and experience to provide an efficient and effective non urgent transport service to suit your needs.	We ask that you treat our staff with consideration and respect and adhere to any specific safety advice they may give to you. Please note that the wearing of seatbelts is compulsory unless medical exemption is provided.
We will ensure that you are treated with dignity and have your religious and cultural beliefs respected. Our services will be able to be accessed fairly by all, irrespective of gender, race, disability, age, sexual orientation, religion or belief.	We would ask that you respect the religious and cultural beliefs of other patients travelling at the same time as you. We would also request that you are dressed appropriately and are aware that both male and female patients may also travel with you.

## Arriving at the Hospital

What you can expect from us	What we would ask of you
If required, we will ensure the transport staff will escort and book you into the specific clinic you are attending when you arrive at the hospital.	We would ask that you notify our staff directly if you prefer not to be escorted. After your appointment has finished, please ask the clinic you have attended to notify us that you are ready for your transport home.

### ARRIVING FOR YOUR APPOINTMENT

You can expect to arrive

- No more than 45 minutes before your appointment time or 15 minutes after your appointment time on 90% of occasions.
- The clinic you are attending should know you are travelling by PTS and may need to be flexible with your appointment time.

*If you are travelling for haemodialysis or cancer treatment, you can expect to arrive within 30 minutes of your appointment time on 90% of occasions.*

### COLLECTION FROM HOSPITAL

From the point at which we are notified that you are ready, you will be collected

- within 60 minutes on 80% of occasions.
- and no longer than 90 minutes on 90% of occasions.

*If you are having haemodialysis or cancer treatment, you will be collected within 60 minutes on 85% of occasions and no longer than 90 minutes on 90% of occasions from the time that we are notified that you are ready for your transport home.*

## Useful Information to enhance your experience

What you can expect from us	What we would ask of you
If due to unforeseen circumstances, we have to alter your transport arrangements at the last minute, we will notify both you and the relevant clinic if you have provided contact details.	We would ask for your understanding in such circumstances.

## Let us know what you think

What you can expect from us	What we would ask of you
We will regularly seek the views of our patients through a variety of methods to ensure we are responding to your needs.	We would ask that you notify NWAS of any compliments, comments, suggestions or concerns you may have about the service we are providing by telephoning: <b>0345 112 6500</b> , emailing <a href="mailto:patientexperience@nwas.nhs.uk">patientexperience@nwas.nhs.uk</a> or by writing to us at: The Making Experiences Count Team, North West Ambulance Service NHS Trust, 449-451 Garstang Road, Broughton, Preston, PR3 5LN
We will ensure that any other transport provider operating on our behalf will undertake their duties within our strict operating guidelines. If other transport providers fail to meet our service requirements, appropriate action will be taken.	We would particularly welcome any feedback based on your experience of using our service. You can share your experiences with us by either emailing <a href="mailto:talktous@nwas.nhs.uk">talktous@nwas.nhs.uk</a> or telephoning <b>0300 555 0110</b> or write to us: FREEPOST MR 10223, Patient Experience, Manchester, M45 9AQ.

### WHEN THINGS GO WRONG

We hope that all aspects of your experience with us run smoothly. We understand however that things can go wrong and, should you wish to make a complaint, we will ensure that 95% of complaints registered are acknowledged within 1 working day\* of the complaint being received. Some complaints may take longer to resolve than others; however we will aim to ensure that at least **80%** of all complaints received are resolved within 40 working days.

\*Please provide us with telephone/email contact details to enable us to provide a timely acknowledgement.

## Contact us

Your opinions are important to us. If you have any views about this Charter or if you would like to receive this document in large print, braille, audio tape, or in an alternative language to those shown, please contact us.

[www.facebook.com/nwasofficial](https://www.facebook.com/nwasofficial)

[www.twitter.com/nwambulance](https://www.twitter.com/nwambulance)

### Trust Headquarters

Ladybridge Hall, Chorley New Road,  
Bolton, BL1 5DD Minicom: 0151 260 8628  
Email: [nwasenquiries@nwas.nhs.uk](mailto:nwasenquiries@nwas.nhs.uk)  
Website: [www.patienttransport.nwas.nhs.uk](http://www.patienttransport.nwas.nhs.uk)

For further information visit the website, email or call

**0845 112 0 999** (charged at local rate)

### Arabic

إذا كنت تحتاج لهذه الوثيقة بلغة أخرى أو بشكل آخر يرجى الاتصال بنا

### Chinese

如果您需要本文件任何其它语言或格式的版本，请直接与我们联系。

### Gujarati

જો તમને આ દસ્તાવેજ બીજી કોઈ ભાષા કે સ્વરૂપમાં જોઈતો હોય, તો કૃપા કરીને અમારો સંપર્ક કરો.

### Polish

W celu otrzymania niniejszego dokumentu w innym języku lub formacie, należy się z nami skontaktować.

### Somali

Haddii aad ku rabto xaashadan luqad ama qaab kasta oo kale fadlan nala soo xidhiidh.

### Urdu

اگر آپ کو اس دستاویز کی کسی اور زبان یا شکل میں کاپی چاہیے، تو براہ کرم ہم سے رابطہ کریں۔

