



# Booking Transport

## Who are NEPTS?

The Non-Emergency Patient Transport Service (NEPTS) takes medically eligible patients from across Wales to and from their medical appointments at clinics and hospitals, this includes;

- Outpatients appointments;
- Dialysis and Oncology treatment;
- Day Centre and mental health clinics;
- Planned admissions & discharges including inter hospitals transfers.

This service is available for patients who meet an eligibility criteria based on their medical need.

If they do not meet the eligibility criteria, we are able to assist them with alternative transport providers within their area that are most suitable to their needs, enabling them to make their own way to their appointment.

## Who is Eligible?

### Patients could be eligible if:

- ✓ They are receiving regular dialysis or cancer treatment;
- ✓ They require a stretcher for the journey;
- ✓ They require oxygen for the journey;
- ✓ They need to travel in their own wheelchair;
- ✓ They are unable to walk without continual support;
- ✓ They are unable to use public transport because they have a medical condition that would compromise their dignity;
- ✓ They have severe communication difficulties or;
- ✓ Will experience side effects due to the treatment for their condition.

## How to Book Online

- ✓ Request access to Cleric online from your line manager. This will allow your department to book transport for patients direct
- ✓ Use hyperlink that will be provided to access the WAST online system
- ✓ Ensure you have all the information required
- ✓ Work through the questions in the online booking form, completing all boxes
- ✓ If patient is deemed eligible then transport will be confirmed
- ✓ Should you need to cancel the booking please note; *Bookings cannot be cancelled if it is within 24 working hours of the travel date or if it has been allocated to a resource. These will have to be cancelled via the Customer Service Centre/NET Centre on 0300 123 2303.*

## Before making a booking....

Please consider the following:

- ✓ The mobility of the patient (see categories), not only for travelling purposes, but also to ensure there are not any restrictions at the patient's property such as steps;
- ✓ If the patient uses walking aids, this must be logged as part of the booking;
- ✓ What resource will need to be allocated i.e. car, ambulance;
- ✓ Is the skill set that is required our NEPTS crews not EMS, (see skill set of NEPTS)?
- ✓ How many crew members will be required for the journey?
- ✓ Bookings for outpatients' appointments can only be made upto 12pm the day before travel;
- ✓ If the requirement for the transport changes then please cancel the booking

Following these considerations will ensure the right vehicle is allocated

## To complete bookings online

- ✓ Please ensure ALL information is completed when making a booking to ensure the patient is allocated correctly such as, NHS number, address and contact number for the patient;
- ✓ We can only accommodate 1 bag per patient when traveling on our vehicles, (please see our Bag Policy);
- ✓ Please ensure the criteria boxes for the journey are ticked within the booking such as; Must Travel Alone (MTA), Must Travel By Car (MTBC).

## Booking Patients Ready

Booking a patient ready allows you to inform WAST that the patient has completed their appointment and is ready to be collected for their return journey.

You can book a patient ready using your online access.

All you need is the surname and forename of the patient

## Important information for the patient

- ✓ Please ensure patients are aware that they are unable to take an escort on their journey unless it is approved;
- ✓ They will not be given an exact time to be picked up and collected however, we will give a two-hour window that we ask for patients to be ready and will endeavour to get there as soon as possible;
- ✓ There is certain information that our staff must have to make a booking, please inform patients to have these to hand if they are calling us direct; NHS Number, date, time and location of appointment;
- ✓ There may be delays with outward journeys so we would always encourage patients to ensure they bring medication and money for refreshments.

For further information on the online booking system or to request access please contact Wendy Griffiths via email on, [amb\\_online\\_booking\\_requests@wales.nhs.uk](mailto:amb_online_booking_requests@wales.nhs.uk)