



Joining in

There are three events across North and North East Lincolnshire where you can come along and speak to us in person about NHS Patient Transport.

These are:

Tuesday 21 July, drop in anytime between 10am and 12 noon

Roxton Practice, Pelham Road, Immingham

Thursday 23 July, drop in anytime between 10am and 12 noon

Heritage House, Fisherman's Wharf, Grimsby

Tuesday 4 August 1pm to 3pm

Wortley Hotel, Rowland Road, Scunthorpe
(please book your place by calling 0300 3000 567)

If you would like a **paper copy of the survey** or would like to receive it in large print or easy read format; or if you would like help in answering the questions, have any comments or concerns you want to talk about, please **ring us on 0300 3000 567**

Keeping the wheels in motion

NHS funded Patient Transport is there so people can get to appointments that their GP or Consultant has referred them to when they are too poorly or are physically unable to get there otherwise.

There are national guidelines about who is eligible. These are medical criteria and it isn't about how much people can afford to pay. People on certain benefits can already claim back travel costs.

Because we know it is often difficult for people to make their own way to appointments, we have not been very strict in the past about how we apply these guidelines.

Unfortunately, this means Patient Transport costs the local NHS a lot of money. If we are to keep providing transport for people who genuinely need it then we can't continue as we are.

This leaflet explains some of the problems we are having, why we need things to change and how you may be able to help us.



*North East Lincolnshire
Clinical Commissioning Group*



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What's the problem?

Some people still find travel difficult even if they don't meet the criteria for patient transport. They might have another way of getting to their appointment but perhaps want to give their carer a break, feel bad about asking relatives to book time off work to take them or are worried they won't feel well enough to drive home afterwards.

Additionally, some people take advantage of the system. NHS drivers tell us they often go to pick up patients to find more than one car parked in the drive or discover the patient has gone out or no longer needs the transport.

This means the service isn't as reliable or convenient as it could be for those who genuinely need it. Poorly people have to wait longer after treatment when they need to be home recovering or face longer journeys as their transport calls to pick up other patients who may not even be at home.

Did you know?

There are about 100,000 patient transport journeys in North and North East Lincolnshire every year. We estimate about half of these journeys do not meet the national guidelines.

What do you want to change?

Patient transport is expensive. The NHS is facing a big financial challenge and has to look at what it can do to make sure it can afford to provide quality services in the future.

People are living longer than ever before. However, this often comes with long term health conditions and loss of independence and this means more patients will rely on services like patient transport in the future.

To ensure we are able to do this, we need to look at how we apply the national criteria from now on.

If we apply the criteria strictly, it means some people who have been able to get transport will no longer qualify.

How can I help?

We want to ask you to help us make sure what we decide to do is fair for everyone.

Over the next few weeks, we will be asking local people some key questions about how we should apply the criteria, how we can help people who don't qualify, how long people should wait for transport and who should be able to take an escort on their journey with them.

We want to hear from people who use patient transport or have used it before and also from people who don't use it.

There is an online survey which you can take part in by visiting:

www.surveymonkey.com/r/NHSPatientTransport

If you prefer you can ring us on for a paper copy on 0300 3000 567 or even answer questions over the phone if you don't want to fill it in.

We have also organised some events (listed on the back page) and we will be visiting various groups over the coming weeks to get people's opinions face to face.

What do I need to remember?

Patient Transport will continue to be available for people who really need it. We want you to help us look at how we can support people who are not eligible to find alternative transport or whether they could be asked to make a contribution towards the cost.

If you have another way of getting to your appointment remember to leave patient transport free for people who have no alternative.