

Policy Statement 68: Eligibility for NHS Transport for Patients in Non-Emergency Situations

Date of Issue: July 2004(Thames Valley Priorities Committee)

Ratified and adopted: April 2013

NHS transport includes ambulance, voluntary or taxi provision, for non-emergency journeys to hospital and day centres.

PATIENTS:

It is patients' responsibility to get themselves to and from their health care appointment or hospital admission. At all times patients must arrange their own transport, unless they satisfy one or more of the following criteria:

- Patients requiring continuous oxygen or intravenous support
- Patients who are unable to stand or walk more than a few steps and cannot use public transport and cannot manage in a family car
- Patients requiring a stretcher
- Patients with clearly recognised disability who are genuinely unable to travel by private or public transport to and from their appointments.

Note: Under normal circumstances, a patient receiving mobility allowance is NOT eligible for NHS funded transport.

ESCORTS:

Only professional escorts will normally be allowed to travel; a family/friend escort may travel **only** if the patient falls into one of the following categories:

- Is under sixteen years of age
- Has significant communication difficulties, including learning difficulties, impaired sight or is hard of hearing
- Has mental health problem that prevents him/her travelling alone
- The patient's medical condition is such that he/she requires constant supervision for safety
- The patient requires a carer to assist him/her at their destination.

Note: mobility needs alone do not necessitate an escort, as the patient's mobility needs will be met by ambulance transport or hospital staff.

This policy does not affect those entitled to remission of charges under the National Health Service Regulations 2003.

NOTES:

1. This policy will be reviewed in light of new evidence, national guidance or guidance from NICE