



Terms and Conditions for Health Care Professionals and Service Users for the Non-Emergency Patient Transport Service.

The Non-Emergency Patient Transport Service (NEPTS) provides non-urgent, planned, transport for Service Users with a medical need for transfer to and from healthcare providers.

NEPTS should be seen as part of an integrated programme of healthcare.

NEPTS is staffed by Ambulance Care Assistants (ACAs) who have completed a training program which includes basic first aid training, moving and handling of patients training and training in the use of medical gases. As well as permanently employed staff, NEPTS has further support from a group of volunteer ACAs who are trained to the same standard and are usually utilised to transfer patients to and from the Renal Dialysis Unit.

Who can use the Non-Emergency Patient Transport Service (NEPTS)?

People eligible to utilise NEPTS are those:

- whose medical condition is such that they require the skills or support of professional ambulance staff during or after the journey and where it would be detrimental to their condition or recovery if they were to travel by other means
- and/or
- where their medical condition impacts on their mobility to such an extent that they would be unable to access healthcare or it would be detrimental to their condition or recovery to travel by other means.

Further considerations are that those eligible will:

- need to travel wheelchair assisted or on a trolley stretcher
- and/or
- they have a medical/physical/mental health condition that would make the use of public transport / taxis / other transport inappropriate
- and/or
- the nature of the treatment they are receiving means that they may experience unpleasant side-effects which would prevent them from using public transport / taxis
- and/or
- there are access problems which may require them to be lifted in or out of their residence.

Who can authorise a Service User to be transferred by NEPTS?

The medical need for someone to be transferred by NEPTS has to be authorised by a registered Health Care Professional (HCP) involved with the care of the Service User. They will ensure that the Service User meets the eligibility criteria above.

A registered Health Care Professional may be any of the following:

- Audiologist
- Chiropractor
- Consultants
- Dentist
- Doctor
- Nurse
- Occupational Therapist
- Optician
- Osteopath
- Paramedic
- Physiotherapist
- Radiographer
- Social Worker

At the time of arranging an appointment with a health care provider, the Service User must request that they book their NEPTS transport on their behalf.

The health care provider will inform the Service User whether or not they are eligible to utilise the services of NEPTS.

A Service User will not normally be transported for social reasons or where a HCP is able to visit the patient in their own home (e.g. a home visit by a GP).

Do I need a subscription for ambulance cover to use NEPTS?

A non-emergency patient transfer booked in advance by a Health Care Professional will incur a charge unless the Service User holds a St John membership subscription.

For 2022, membership provides cover for up to 10 non-emergency patient transfers and 50 emergency ambulance journeys. This does not apply to transfers for renal dialysis treatment, which are unlimited. Should you require more than the allotted transfers within your membership period, a top-up subscription can be purchased at a lower rate.

Full details can be found online at www.stjohn.gg/support/supporters-scheme

When is the NEPTS available?

The service is provided between 08:30hrs and 17:00hrs, Monday to Friday. NEPTS does not operate on weekends or recognised public holidays. Outside of normal operating hours transport may be provided by the emergency ambulance service, when operational demand allows, for urgent transfers only.

Who can make the booking for a Service User to attend an appointment utilising NEPTS?

NEPTS bookings must be made by a Health Care Profesional or a person acting on their behalf, such as a secretary or receptionist. The Service User must meet the eligibility criteria above.

A Service User, or their relative/friend, may not make a booking for a NEPTS transfer. They must request their health care provider to make the booking on their behalf.

If the Service User attempts to book their NEPTS transport themselves, they will be directed to get back in touch with their health care provider to make the booking on their behalf.

How does a HCP make a booking for NEPTS transport if the Service User meets the eligibility criteria?

Bookings must be made by calling the NEPTS direct booking line on 01481 742141. The caller may need to leave the details on an answerphone and will be called back with confirmation on whether or not the request can be accepted for the time requested.

You can expect to be called back on the same day as you leave the message, if the message is left within NEPTS working hours. However, if you call after 15:30hrs it is likely you will be called back the next NEPTS working day.

If the booking cannot be accepted due to the time slot not being available, then an alternative day / time will be agreed with the HCP making the booking.

What information is required when I make a booking?

- Date and time of appointment
- Name and date of birth of patient/service user
- Address and telephone number for patient
- Collection address if different from home address.
- Destinantion
- Patient diagnosis/main health conditions
- Any known infections
- If there is a known DNACPR in place for the patient
- Are there any access restrictions / steps at the property?
- Is the patient a wheelchair user / can they self mobilise?
- If they use a wheelchair will they be bringing their own?
- Will anyone be accompanying the patient?
- Name and position of HCP authorising the transfer.
- Whether one person or two are required for transferring the patient according to how much assistance is required?
- How long the appointment will last so that we can plan an approximate return time.

When should the booking for transport be made?

The transport should be booked well in advance, with at least a minimum of 1 working day prior to the day transport is required.

A transport slot may not be available if sufficient notice is not given. Then an alternative available day / time will be discussed with the HCP making the booking.

NEPTS does not work on weekends or recognised public holidays, so regular NEPTS transport booking requests cannot be taken on these days.

How can an urgent request for transport be made on the day of an appointment?

If there is a requirement to book transport on the same day as the appointment, it must be for an urgent appointment which cannot be moved to another day. In these circumstances, the booking should be made by the HCP direct with the Joint Emergency Services Control Centre by calling 01481 756996. The same eligibility criteria applies.

How can an urgent request for transport be made on a weekend or public holiday?

If the appointment is urgent and needs to take place on a weekend/public holiday then the HCP must make the booking direct with the Joint Emergency Services Control Centre by calling 01481 756996. A Service User cannot make the booking themselves unless it is deemed to be an emergency, then 999 should be called.

What is classified as an 'urgent' appointment?

An urgent appointment is classed as one which, in the opinion of the HCP, must occur on that day and cannot be postponed to a later day, otherwise it will be detrimental to the health of the patient.

Can NEPTS provide transport for a Doctors appointment?

If a Service User is unable to attend a Surgery for a Doctors appointment, they must request for the Doctor to make a home visit. Transport can be provided for a Consultants appointment at the Medical Specialist Group or Mill House.

NEPTS may provide transport for minor procedures which have to be carried out at the Doctors Surgery.

How can transport be arranged for regular appointments?

Regular transport can be arranged for a Service User who needs to attend frequent healthcare appointments (e.g. every week) by the HCP. Full details of the frequency and times must be provided at the time of making the initial booking. The HCP will be advised whether or not it is feasible to accept the request for regular transfers.

The HCP must advise the Service User directly what arrangements have been made.

What happens when a service users condition or circumstances change and they have regular transport with NEPTS arranged over a protracted period of time?

If a regular user of the NEPTS service has an improvement in their condition over time, and it is apparent to the NEPTS Ambulance Care Assistants who transfers the patient on a regular basis that their condition and/or circumstances have changed and they may no longer fulfil the NEPTS eligibility criteria, then the health care facility who made the original booking will be contacted to discuss the situation. It may be agreed that alternative arrangements for transport may need to be made.

If a regular NEPTS user has a deterioration in their condition, the Ambulance Care Assistant transferring the patient will make the necessary changes to allow NEPTS to continue to transfer the patient, or they will refer back to the health care facility who arranged the original booking.

What happens if a Service User cannot attend a pre-booked appointment and the transport needs to be cancelled?

Cancellation of transport may be made by either the Service User directly to NEPTS or by the HCP. As much notice as possible must be given so that the available time slot may be utilised for another booking.

If the cancellation is for transport that day, or early on the next working day after a weekend or public holiday, first please contact the NEPTS direct booking line (01481 742141), if the call goes directly to answerphone then please call the Joint Emergency Services Control Centre on 01481 756996 to cancel the booking.

Failure to cancel pre-booked transport which subsequently arrives to collect a patient and is not required, may incur a cancellation charge.

How can a Service User obtain information about transport that has been booked with NEPTS?

Service Users can contact NEPTS directly for information about their booked transport or if an amendment needs to be made to the booking. Contact the NEPTS booking line direct on 01481 742141.

Outside of normal office hours, if the enquiry is urgent, then contact the Joint Emergency Services Control Centre on 01481 756996 and request to speak with the Ambulance Duty Officer.

When can we expect the transport to arrive to collect patient for the appointment?

NEPTS transport should arrive to collect a Service User approximately 30 minutes before the appointment time. Depending on the distance from the collection address to the appointment and the time of day, sometimes it is necessary to collect a Service User up to 45 minutes prior to the appointment. Therefore, Service Users should be ready for collection 45 minutes prior to the appointment time.

When can we expect the transport to arrive following the appointment?

After an appointment, NEPTS transport will normally arrive to collect the Service User no more than two hours after the agreed collection time. However, this is usually considerably sooner but depends on the demands for transport on that particular day.

What do I do if the NEPTS transport has not arrived?

If the pre-arranged transport has not arrived at the agreed time to collect a Service User please call the NEPTS booking line on 01481 742141 – if the call goes direct to answerphone then please call the Joint Emergency Services Control Centre on 01481 756996.

What do I do if I need to advise NEPTS that the patient is ready to be collected following an appointment?

If the health care facility needs to advise NEPTS that a Service User is ready for collection:

- Contact the SJEAS Administration Team on 01481 723866

If the call goes direct to answerphone then

- Contact the Joint Emergency Services Control Centre on 01481 756996

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