

## Can I bring someone to travel with me?

Only in certain circumstances.  
For example if you:

- Are under the age of 16 – an escort must travel with you
- Rely on a translator
- Rely on a carer for communication
- Have mental health issues which mean you must be accompanied by a known carer

Our ambulance crews are skilled and qualified, and in most instances, will be able to fully meet your needs during your journey to the hospital or clinic.



## What do I do if my patient transport doesn't arrive on time?



Please contact the E-zec Medical Transport Services team on

**0300 7770077**

They'll check on the whereabouts of your transport and let you know what's happened

## Non-emergency Patient Transport Service



For more information about NEPTS and eligibility

[shropshirepatienttransport.co.uk](http://shropshirepatienttransport.co.uk)

To check eligibility and for booking patient transport or for any help you need with your transport on the day of your appointment.

Patient Transport Advice Centre

**0300 7770077**

8am – 6pm, Monday to Friday.

## Other transport options

If you're not eligible for NEPTS, there are other community programs that may be more suitable for you. To find out more please visit [shropshirepatienttransport.co.uk](http://shropshirepatienttransport.co.uk)

If you'd like this leaflet in a different format or language please call 0300 7770077

E-zec Medical Transport Services Limited is registered in England and Wales  
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[spneptsleaflet 09/2021](http://spneptsleaflet 09/2021)

**NHS**

Shropshire, Telford and Wrekin  
Non-emergency Patient Transport Service

## Patient Information



Service provided by  
**E-zec medical**

## What is the non-emergency patient transport service?

The non-emergency patient transport service (NEPTS) is funded by the NHS for patients who, due to their mobility needs or medical condition, are unable to travel safely by other means.

## Who provides the non-emergency patient transport service?

The non-emergency patient transport service (NEPTS) is provided by E-zec Medical Transport Services on behalf of Shropshire, Telford and Wrekin Clinical Commissioning Group and Powys Health Teaching Board.

## Who is eligible to use the non-emergency patient transport service?

To find out if you are eligible to use NEPTS, you'll need to be assessed against national criteria by calling the Patient Transport Advice Centre.

Usually NEPTS is available to you if:

- Your medical condition means you cannot use other forms of transport without damaging your health
- Your mobility means that you would be unable to use any other means of transport, for example stretcher patients
- You need the skills and support of specialist patient transport staff, for example to administer oxygen during the journey



## How do I book non-emergency patient transport?



Call the Patient Transport Advice Centre on

**0300 7770077**

8am – 6pm, Monday to Friday.

## What happens after I've booked my transport?

E-zec will call you to confirm your booking. If you booked directly with the Patient Transport Advice Centre, you'll also receive confirmation by letter or email.

## When will I be picked up for my appointment?

It's not possible to give an exact time, but you will usually be picked up within the two hour window before your appointment time. This is because we may have to pick up other patients on the way to the hospital or clinic.

## What will happen when I arrive at my destination?

You will arrive outside of the hospital or clinic main entrance. If required, we'll assist you to get to the waiting area, clinic, outpatient department or ward that you need for your appointment.

## What happens after my appointment has finished?

Usually, a return journey is included in the transport provided for outpatient and day patient appointments, unless otherwise agreed at the time of booking. When your appointment has finished, please wait in the main reception area of the hospital or clinic, where you've had your appointment, and you'll be collected from there.

## If I have a follow-up appointment, will I automatically be entitled to NEPTS?

No. You'll need to be assessed, each time you need transport, by the Patient Transport Advice Centre. They'll check that you are still eligible. The exception to this rule would include eligible dialysis and oncology patients, who attend recurring appointments frequently and whose circumstances remain the same.

## What should I do if my appointment changes or I need to cancel my patient transport?

If your appointment changes for any reason, or you need to cancel your patient transport booking, it's really important to let us know as soon as you can.

Please call the Patient Transport Advice Centre on **0300 7770077** and they will be able to help you

