**FAQs**

**What is PTS?**  
Non-emergency patient transport services (PTS) transport is available for eligible patients for medical reasons and is for planned, non-emergency transport to and from NHS hospitals and clinics across BNSSG, including outpatient departments, inter-hospital transfers, renal dialysis, oncology centres and your home.  
  
**Who will be providing PTS from 1 April 2017?**  
From 1 April 2017, E-zec Medical Transport Services will provide PTS services across the BNSSG region.  
  
**Who is E-zec Medical?**  
E-zec Medical is a family owned private ambulance company set up in 1998 by former NHS personnel. They have been chosen to provide PTS in BNSSG as they work exclusively in the PTS sector, are experienced in providing the full range of PTS services and have successfully completed millions of patient journeys.  
  
For more information on E-zec Medical visit the following website www.e-zec.co.uk.

**How do I book patient transport?**  
You, or a nominated person (carer) on your behalf, should call E-zec on 0300 777 6688 to determine whether you are eligible to receive patient transport. Patients with transport needs for journeys after 1 April can call the number above as of 13 March 2017. You will need your NHS number when calling. If you don't know it, you can ask your GP surgery or the healthcare professional who is treating you and they will be able to tell you.  
  
**Am I eligible for PTS?**  
All patients will be assessed for their suitability for PTS using a short and simple series of questions when booking.  
  
**If I’m not eligible for patient transport, what are the alternatives?**

If you are deemed not eligible for PTS, E-zec call handlers will explain the alternatives to you which will include public or community transport. If you are on a low income, you may be able to get financial help from the 'Healthcare Travel Costs Scheme' (HTCS).  
  
**What do I do if I need an escort?** In most circumstances, escorts are restricted to one per patient. All escorts will have to meet an escort eligibility criteria which will be explained during the booking process.