**Booking Patient Transport**

**Advice for GP Practices in Devon, Plymouth and Torbay**

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| **When is the journey?** | **Who should book?** | **How?** | **Who do you call?** | **What is available?** |
| **Urgent medical need same day** | GP/Clinician | By phone | South Western Ambulance Service (SWASFT)* 999 – emergency/time critical
* 0845 602 0455 – urgent but not emergency/time critical
 | Emergency/Blue Light Ambulance – 8 or 30 minute responseAmbulance – 1, 2 or 4 hour responsePatients not admitted may have to make their own arrangements to get home  |
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| **Booking ahead****As much notice as possible** | Patient/relative/carer (for patients who cannot travel independently) | By phone | Local Single Point of Contact (SPOC)* 01404 465 290 – Exeter & East Devon
* 01271 314 332 – North Devon & Torridge
* 01884 242 099 – Mid Devon
* 01822 617 525 – West Devon & South Hams
* 01752 431 954 – Plymouth
* 01803 656 777 – South Devon, Torbay & Teignbridge
* 01278 727 444 – Somerset
* 01872 223 388 – Cornwall
 | The local SPOC will assess, book and advise patient what options are available, such as:* Public Transport
* Friends/Relatives/Own Car
* Taxi
* Voluntary car schemes
* NHS Patient Transport

Patients must meet criteria before transport can be booked. Most transport will require a payment and some patients will be able to claim a refund. |
| **More information and leaflets available to download from:** [www.newdevonccg.nhs.uk/information-for-patients](http://www.newdevonccg.nhs.uk/information-for-patients) or [www.southdevonandtorbayccg.nhs.uk](http://www.southdevonandtorbayccg.nhs.uk) and [www.journeydevon.info](http://www.journeydevon.info)**Who to contact for help or advice:** Patient Advice and Liaison Service at Northern, Eastern and Western Devon Clinical Commissioning Group – 0300 123 1672 (Monday – Friday 9am – 5pm)Patient Experience Team at South Devon and Torbay Clinical Commissioning Group – 01803 652578 (Monday – Friday 9am – 5pm)Please note, these teams can only offer advice and support, they cannot book transport.  |