

# Eligibility criteria for NHS funded patient transport



Patients travelling to NHS non-emergency healthcare are normally expected to use their own transport or the range of public, community or voluntary transport available locally. Some patients may be eligible for NHS-funded patient transport on health grounds if they meet the criteria for support or assistance on or after the journey.

## Whose job is it to assess patient transport?

For their first appointment, patients will be assessed by the Royal Cornwall Hospitals NHS Trust's centralised booking service, which is clinically supervised and works within locally agreed protocols and guidelines. For follow-up appointments, assessment against eligibility criteria will be undertaken by clinical teams who will then request transport on behalf of the patient.

**RCHT centralised booking office - 01872 252211 (open 8am to 8pm Monday to Friday and 9.30am to 5pm on weekends and bank holidays)**

## What criteria do patients need to meet?

A patient's eligibility will be assessed against the following nationally and clinically defined eligibility criteria:

- A medical condition that requires the skills or support of patient transport staff, on or after the journey, to the extent that it would be detrimental to their condition or recovery if they were to travel by any other means; or
- A medical condition that impacts on their mobility, to such an extent that they would be unable to access healthcare, and it would be detrimental to the patient's condition or recovery to travel by any other means.

## Frequent travellers

NHS Kernow has identified that people who are frequent travellers for a specific medical condition may also need access to NHS-funded transport service.

Frequent travellers are defined as anyone who is required to attend hospital:

- At least three times a week for a sustained course of treatment lasting a minimum of six weeks; or
- At least six times a month for a sustained course of treatment lasting a minimum of three months.

## I think my patient is eligible, what should I do?

If it's their first appointment, ask the patient to contact the centralised booking service on **01872 252211**. For follow-ups, they need to contact their outpatient department, who will arrange transport on their behalf.

Patient transport co-ordinators can signpost patients who aren't eligible to a range of alternatives.

## My patient isn't eligible but they live in an isolated area and can't access public transport, can they get help?

There are a number of community transport services available in Cornwall to support anyone who is not eligible for NHS-funded patient transport. Telephone **01872 223388** or visit [bit.ly/30X05sT](https://bit.ly/30X05sT) for more information. The patients will have to pay for the cost of these services.

## My patient isn't eligible and is experiencing financial difficulties

Anyone receiving benefits or is on a low income may be eligible to have all or some of their travel costs refunded as part of the Help with Health Costs scheme. The NHS Choices website contains guidance for patients and is available here: [bit.ly/NHS-HTCS](https://bit.ly/NHS-HTCS)

## My patient isn't eligible and they're unhappy with the decision, who should they contact to take the matter further?

Anyone who is unhappy with a funding decision is able to appeal to the centralised booking service, where the decision will be reviewed by a senior manager. Telephone **01872 252211**.

## Where should I go if I want more information?

Contact the centralised booking office on **01872 252211** or visit [www.kernowccg.nhs.uk/your-health/patient-transport](https://www.kernowccg.nhs.uk/your-health/patient-transport)



### Contact NHS Kernow:

**t** 01726 627800

**e** [kccg.contactus@nhs.net](mailto:kccg.contactus@nhs.net)

**w** [www.kernowccg.nhs.uk](https://www.kernowccg.nhs.uk)



To get this information in another format call:

**01726 627800**