

Patient transport

Royal Free Hampstead 
NHS Trust

RNTNE

We are arranging hospital transport for you. This leaflet answers common questions about how it works.

Can I bring someone with me?

Escorts can only accompany you for medical reasons. In cases when this is agreed, a place will be booked for them in advance. If an escort is brought in on hospital transport without a booking then they have to make their own way home.

What type of transport is provided?

Hospital staff complete a transport booking form which includes a recommendation for which type of vehicle is suitable for you. If you think you require a certain type of vehicle, you should tell hospital staff when booking your transport. The usual options are car or ambulance.

When am I collected?

If you live within the M25, you should be ready to travel two hours before your appointment time.

If you live outside the M25, you need to be ready earlier – how much earlier depends on your distance from the hospital. We will telephone you on the day to give you a specific time.

Please contact the transport desk (020 7915 1498) at least 48 hours prior to your appointment date to confirm your booking

Journeys are planned to make most effective use of our resources, which means that other patients are collected on route.

What if I am collected late – will I miss my appointment?

We aim to bring patients in on time for their appointment or procedure. If you experience any difficulty on the day, you should contact the staff in the transport lounge.

What happens when I get to hospital?

You are taken to your clinic reception area where your arrival is logged by reception staff.

What happens after my appointment?

After your appointment, staff in that department will contact the transport office and confirm you are ready for pick up. You will go to the patient transport pick up point to await your transport home.

What if I need to go to the pharmacy?

Clinic staff will ensure your prescription is completed before you go to the pick-up point.

How long will I wait before going home?

The transport department tries to ensure that patients have as short as possible wait time. You should expect to be on your way home within 60 minutes of being booked into the transport lounge.

We plan journeys for maximum efficiency and this means that drivers drop off other patients on route.

What if I make my own way in or home when transport has been booked?

If the transport department have not agreed this with you, you lose your eligibility for transport in future. In addition you will not be able to reclaim any travel expenses for the journey.

What happens if I need to attend regularly?

Patients who need to attend hospital on a regular basis are usually assessed for transport for a block of four planned visits or every three months. We discuss this with you.

What if I have a follow-up appointment booked – will I get transport automatically?

At each attendance we assess whether you require transport for your next visit.

How to contact us

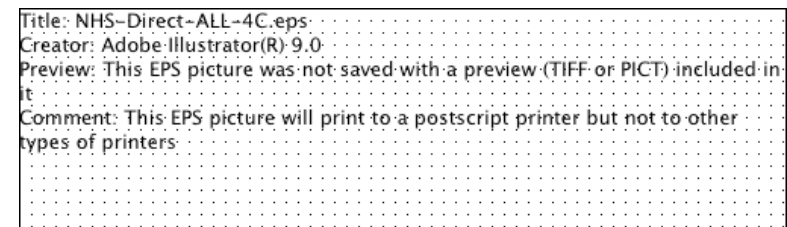
The number for the transport lounge is 020 7915 1498 – use this for enquiries about your booking.

If you have any concerns or comments about your journey, write to:

Logistics manager
Facilities department
Royal Free Hampstead NHS Trust
Pond Street
London NW3 2QG

Alternatively, you can contact our Patient Advice and Liaison Service (PALS) for information or support:

- visit the PALS office at the front of the hospital
- phone 020-7472 6445 (24h answerphone)
020-7472 6446/7
- minicom 020 7472 6953
- e-mail: pals@royalfree.nhs.uk



NHS Direct offers health information & advice from a specially trained nurse over the phone 24 hours a day.