

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?**

We will call you the day before to confirm that you still require transport. During this call we will give you an approximate pick-up time and you will need to be ready 30 minutes before this.

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 the transport lounge where your arrival is logged by reception staff. Staff there arrange for you to get to your appointment.

## **What happens after my appointment?**

After your appointment, staff in that department arrange for you to go to the patient transport lounge. You wait there before getting transport home.

## **What if I need to go to the pharmacy?**

If you are waiting for a prescription then transport staff cannot book you in until it has been collected from the pharmacy. Staff in the transport lounge can chase up any outstanding prescriptions on your behalf.

### **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**

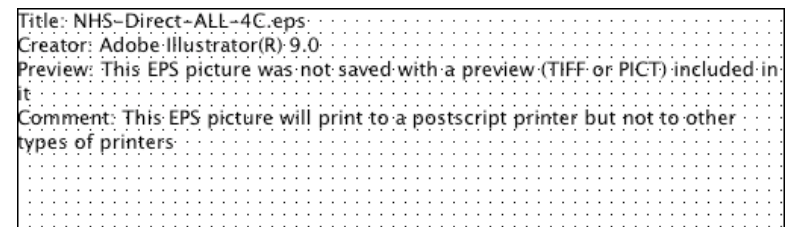
The number for the transport lounge is 020 7472 6572 – use this for enquiries about your booking.

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 (24hr answerphone)  
020 7472 6446/7
- minicom 020 7472 6953
- e-mail: [pals@royalfree.nhs.uk](mailto:pals@royalfree.nhs.uk)



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