

From 1 October 2013, PTS in Dorset will be provided by E-zec Medical Transport Services. NHS organisations across Dorset have worked with and will continue to work with E-zec Medical to offer an equitable and efficient service for those who really need it across the county.

Further information

You can find out more about PTS by visiting www.dorsetptb.co.uk

The website will detail information on E-zec, eligibility criteria, the booking process and will provide answers to some frequently asked questions.



Contact Details

Dorset Patient Transport Bureau

T: **0300 777 5555**

(Please note this is the designated patient line, an additional number will be provided for staff)

W: www.dorsetptb.co.uk

E: info@dorsetptb.co.uk

Opening Times

Monday to Friday 8am through to 6pm

If you require this flyer in an easy read format please contact the Dorset PTB on **0300 777 5555**

Patient Transport Services

Using NHS transport to get to your appointment
From 1 October 2013





Am I eligible for patient transport?

Eligible patients are those:

- Where their medical condition and their mobility means that they require the skills or support of PTS staff on/after the journey or where it would be detrimental to their condition or recovery if they were to travel by other means;
- Recognised as a parent or guardian where children are being transported.

PTS could also be provided to a patient's escort or carer where their particular skills and/or support are needed. This may be appropriate in the case of accompanying a person with a physical or mental incapacity, a vulnerable adult, or in the case of patients needing a translator. This would need to be agreed for each individual case at the time of booking the transport.

How do I book patient transport?

You or a nominated person on your behalf will book transport directly by calling the Dorset Patient Transport Bureau (Dorset PTB) on our low-rate call number **0300 777 5555**. It would be helpful when calling if you have the following to hand:

- GP name
- GP surgery
- NHS number

The Dorset PTB is open Monday to Friday, 8am through to 6pm.

If I am not eligible for patient transport, what are the alternatives?

The Dorset PTB will direct you to alternative methods of public and volunteer transport. If you are on a low income, you may be able to get financial help from the 'Healthcare Travel Costs Scheme' (HTCS). Call **0300 330 1343** for further details.

Patient Transport Services from 1 October 2013



Patient Transport Services (PTS) are provided for patients who are being transported to a NHS funded service for NHS treatment and who are deemed medically eligible.

This service is for non-urgent, planned transportation of patients whose medical condition is such that they require the skills or support of clinically trained PTS staff and/or their equipment on/after their journey.