

## About the service

The NHS-funded non-emergency patient transport service (NEPTS) for Bath & North East Somerset, Gloucestershire, Swindon and Wiltshire will be provided by E-zec Medical Transport Ltd from 1 June 2019. The service is only available for eligible patients for medical and mobility reasons (see overleaf).

E-zec currently provides NEPTS across the South and West including Dorset, Somerset, Bristol, North Somerset and South Gloucestershire, Cornwall, Plymouth and Herefordshire.

Patient transport vehicles are staffed by ambulance care assistants who ensure your medical needs are met throughout the journey and during transfer.

For further information, visit [www.bgswpatienttransport.co.uk](http://www.bgswpatienttransport.co.uk)



## What do I need to do?

### Existing bookings:

If you have already made a booking for travel after 1 June 2019 you don't need to do anything. All existing bookings will be automatically transferred to E-zec.

### New bookings:

Requests for travel before or after 1 June 2019 should continue to be made via the NHS Patient Transport Advice Centre (PTAC). The number you call will depend on the area your GP is located:

Bath & North East Somerset - 01278 727425  
Gloucestershire - 01278 726968  
Swindon - 01278 727401  
Wiltshire - 01278 727410

### On the day queries from 1 June 2019:

For queries on the day of your transport call E-zec on 0300 777 5577.

E-zec Medical Transport

Bath and North East Somerset, Gloucestershire, Swindon and Wiltshire

## Non-Emergency Patient Transport Service

Provided by E-zec Medical Transport from 1 June 2019





### **Am I eligible for patient transport?**

The non-emergency patient transport service (NEPTS) is funded by the NHS for those patients who, due to their mobility needs or medical condition, are unable to travel safely by other means.

All patients who wish to be considered for the non-emergency patient transport service are required to be assessed by the Patient Transport Advice Centre (PTAC) against national eligibility criteria.

### **Patient escorts**

The non-emergency patient transport service provides skilled and qualified staff who will in most cases fully meet the patient's needs during their journey.

Non-medical escorts, such as friends or relatives, are not routinely allowed to travel with the patient. Any request is assessed by the NHS Patient Transport Advice Centre (PTAC) against national eligibility criteria, which includes if you:

- Are under 18 years of age – an escort must travel with you.
- Rely on a translator.
- Rely on a carer for communication.
- Have mental health issues which mean that you must be accompanied by a known carer.

In all other cases, anyone intending to be with you for your appointment is responsible for arranging their own transport.

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