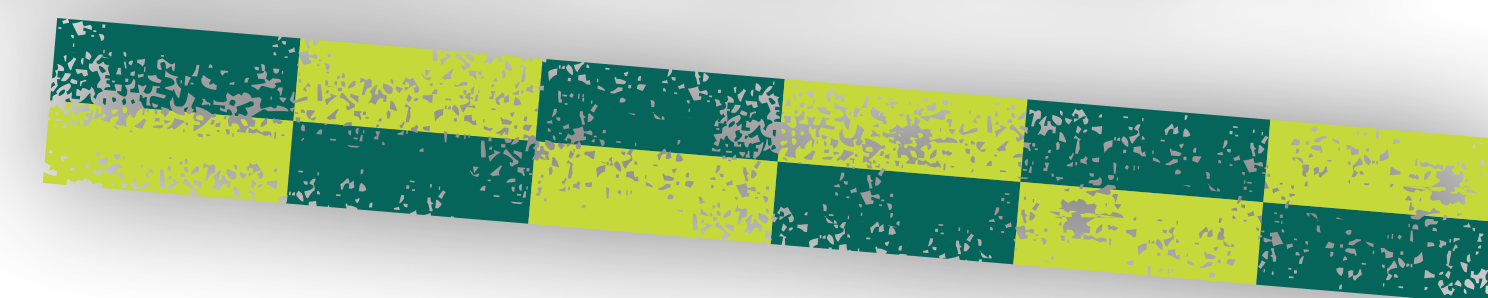







PATIENT TRANSPORT CHARTER OCTOBER 2014

SICK  OF
WAITING!



-  **Minimum standards** in patient transport contracts, regularly and closely monitored, with proportionate service credits (i.e. financial penalties) if standards are breached.
-  **No more endless waiting - no more missed appointments.** Deliver us to hospital a minimum of fifteen minutes before the appointment, and maximum one hour wait from arriving at the despatch lounge to being picked up for the outward journey. Maximum three minute wait on the phone to book transport.
-  **Keep us informed** - Information, in a variety of formats, on what we can expect from patient transport and how to give feedback; and on the Healthcare Travel Costs Scheme. Text messages or calls to confirm that patient transport is booked and on its way.
-  **Fair and transparent eligibility assessment** based on medical need: whether you are able to use a taxi or whether you go to the shops yourself is irrelevant.
-  **Nothing about us without us** - Patient involvement through surveys and a patient transport user group, including clinicians, that holds real power and is involved in the contract management process.

Transportforall

Accessible transport is our right



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