



## Non-Emergency Patient Transport Service for Derbyshire

East Midlands Ambulance Service is the new provider of the non-emergency Patient Transport Service (PTS) in Derbyshire.

### Background

On 1 August 2016, East Midlands Ambulance Service took over from NSL to provide non-emergency patient transport for patients who live in, and are registered with GP's, in Derbyshire.

Patients who are eligible for transport use it to attend outpatient clinics, hospital appointments and on being transferred or discharged from hospital. Each patient is assessed as to whether they are eligible for transport at the time of booking. This eligibility criterion is set by the commissioners, which in this case is Southern Derbyshire Clinical Commissioning Group (SDCCG).

Patient transport is available for patients who:

- require assistance from skilled ambulance staff e.g. require access to oxygen whilst travelling
- have a medical condition that would prevent them from travelling to hospital by any other means
- have a medical condition that might put them at risk from harm if they were to travel independently
- have treatment with side effects that requires support from skilled ambulance staff.

Bookings can be made by patients and healthcare professionals on the Booking Line – 0300 300 3434, or by healthcare professionals via an online booking portal. The call centre is based at EMAS headquarters at Nottingham Business Park near to junction 26 of the M1.

### Staff and Vehicles

Two hundred staff transferred to EMAS from private provider NSL on 1 August. They are based on existing A&E ambulance stations across Derbyshire. EMAS will take delivery of 70 state of the art vehicles in the autumn, for use solely on PTS.

### How did week one go?

There was unprecedented demand on the call centre with staff taking 1,400 calls on Monday alone. The call volume decreased as the week went on and the beginning of week two is much calmer.

At dawn on Monday morning (1 August), EMAS representatives welcomed almost 200 members of staff from NSL. As they reported for duty, they were greeted by an EMAS staff member who went through the induction process and made sure they had access to the jobs for that day.

PTS managers were in close contact with healthcare professionals across the county to make sure patients were getting to their appointments on time.

Working in partnership, they communicated to EMAS and Commissioners about patients they knew didn't need transport (yet were still on the system) and provided patient lists to check against and plan activity. We couldn't have achieved all we did without this vital support.

If you have any questions about Derbyshire PTS or wanted to know more, please contact EMAS' Corporate Communications Officer, Helen Trubridge on 07966 521284.