



Booking Transport for your Patient

Yorkshire Ambulance Service NHS Trust provides a high quality non-emergency transport service for patients throughout the Yorkshire region whose medical condition impacts on their ability to travel by other means.

All patients will be assessed for eligibility when booking.

You'll need to know if the patient:

- Has their own transport, can access public transport or has family or friends to help.
- Needs support when inside and outside of their home.
- Has any sight or hearing impairments.
- Has any learning difficulties or dementia and if they have the capacity to make decisions.
- Is considered to be bariatric.
- Has any infections (such as MRSA, recent diarrhoea and vomiting or any flu-like symptoms) that would prevent them travelling with other patients.
- Has a current DNACPR in place.
- Needs any mobility support or equipment provided by Yorkshire Ambulance Service i.e. carry chair or stretcher.
- Requires the assistance of three or more crew members.

We'll also need:

- The patient's NHS number, full name, date of birth and home address.
- Details of the patient's collection and destination, including the time of any appointments.
- A contact phone number for the patient so we can send a text to remind them – please obtain consent for this.
- Your name and contact phone number.
- The patient's GP and practice details.

Please make sure you book:

- Any equipment or belongings they need with them during the journey i.e. a walking frame.
- Oxygen if it is required during the journey.
- Any escorts or assistance dogs that will travel with the patient.
- Any other information relevant to their collection and transportation e.g. key safe details.

Use our online portal, Quick Book <https://ptsonline.yas.nhs.uk/ptslive/> to book transport for your patients or to amend or cancel bookings. If you are not yet registered to use Quick Book, please contact the PTS systems team by email yas.PTSsystems@nhs.net or call 01924 584948.

It is vital that the Patient Transport Service (PTS) is only used by patients who are eligible due to their clinical and/or mobility needs.

**Booking
Line**

**Telephone
0300 330 2000**

At Yorkshire Ambulance Service we are always happy to hear from our patients or their relatives or friends about their experiences. For all enquiries relating to NHS-funded transport or for further information about how we use your personal information, please telephone 0333 130 0549 or e-mail yas.patientrelations@nhs.net