**Guide for BNSSG community partners**

**Patient Transport Service (PTS) journeys**

**For planned outpatient appointments** patients should book their own PTS journeys for by contacting the BNSSG Patient Transport Hub on 0300 777 6688. This should be done before 17:00 on the day before travel.

The BNSSG Patient Transport Hub will assess every patient’s eligibility to use PTS, and will signpost to alternative services where necessary. Eligibility is checked each time a booking is made, for every patient.

If any patient wishes to appeal against a decision of non-eligibility for PTS, they should contact the Manager of the BNSSG Patient Transport Hub.

**Journeys originating in acute hospital settings** will be arranged by the acute hospital teams.

**Other types of journey** can be made by healthcare workers from BNSSG community partners, who can book, amend, cancel, and manage all issues and queries with patient transport journeys, regardless of the patient’s GP practice, as follows:

|  |  |  |
| --- | --- | --- |
| **Journey Type** | **Contact team** | **For bookings / updates / ETAs / escalation, call:** |
| **Emergency – patients requiring an urgent blue light response** | SWAST | 999 |
| **Planned outpatient** **journeys** (booked in advance, up to 17:00 the day before the appointment). | BNSSG Patient Transport Hub | 0300 777 6688 (Mon-Fri, 08:00-18:00) |
| **Journeys** **to NBT sites** – see list below (excluding 999 journeys and planned outpatient journeys). | NBT Patient Transport Team | 0117 414 5417 (Mon-Fri, 08:00-17:00)  0117 972 9020 (out of hours) |
| **All other journeys not covered above, including but not limited to:**  **Admissions** from external site to hospital (UHBW sites), hospice, care home. **Transfers between two external sites** e.g. care home to care home, hospice to hospice, other external sites.  **Discharges** from hospice, care home, other external sites.  **Support** for BrisDoc pathways | UHBW Patient Transport Team | 0117 342 7770 (Mon-Fri, 08:00-18:00)  0117 450 0901 (out of hours) |

**Who is eligible for the patient Transport Service (PTS)?**

To use the Patient Transport Service (PTS), at least one of the following must apply to the patient:

* Needs PTS staff to administer oxygen on journey.
* Has dementia/mental health issues and requires support from ambulance crew.
* Needs to travel on a stretcher.
* Is travelling as an inter-hospital/site transfer.
* Requires the help and support of an ambulance crew for a safe journey.

**Information you will need to provide when making a booking**

When booking, please have the patient’s following information available:

* Name
* Date of birth
* GP practice name
* NHS number
* Time of journey or appointment
* To/From locations
* Information pertaining to the patient’s clinical condition e.g. palliative, requires O2, syringe driver in-situ etc.
* Any relevant infection risk information
* Any specific requirements e.g. requires a paramedic crew, bariatric equipment etc.
* Resuscitation status e.g. DNAR or RESPECT in place?
* Mobility
* Patient’s weight
* Access details (if travelling to/from a home address)
* Details of any escorts travelling with the patient
* Name of the booker and contact number

Please note, it is particularly important that accurate clinical information is provided by the booker as it will determine the clinical skill level of the crew dispatched.

**What you can expect**

**Emergency journeys with SWAST**

Category 1 (where the condition is immediately life-threatening) has a target response time of 7 minutes.

Category 2 journeys have a locally agreed target response time of 30 minutes. These are journeys where the patient’s condition is potentially life threatening, eg NEWS score over 7 or NEWS score under 7 but patients with various conditions eg sepsis, myocardial infarction, CVA, acute abdomen, acute ischaemic limb, acute pancreatitis, major gastrointestinal haemorrhage and overdose requiring immediate treatment.

**Outpatient journeys**

Target timeframes:

* Arrival at ultimate inbound destination up to no more than 30 minutes prior to appointment time, and no later than appointment time.
* Collection to travel homeward between 0 and 60 minutes after their identified outbound ready time.

**Journeys arranged though NBT Patient Transport Team or UHBW Patient Transport Team**

These journeys tend are dynamically scheduled, and every effort will be made to provide the journey within 45 minutes of the required pick-up/arrival time. At very busy periods, for example between 8:00 a.m. and 11:00 a.m., this can take a little longer, but should not be more than 120 minutes of the required pick-up/arrival time. Booking with as much notice as possible is helpful for scheduling and timely response.

**Escalation of delay or issues**

Contact the appropriate team, as described in the table above.

**Appendix 1: Quick Guide to Bristol Acute Healthcare Sites**

|  |  |
| --- | --- |
| **Site** | **Trust** |
| Bristol Royal Infirmary (BRI) | UHBW |
| Bristol Heart Institute (BHI) | UHBW |
| Bristol Haematology and Oncology Centre (BHOC) | UHBW |
| Bristol Eye Hospital (BEH) | UHBW |
| Bristol Dental Hospital (BDH) | UHBW |
| Bristol Royal Hospital for Children (BRHC) | UHBW |
| South Bristol Community Hospital (SBCH) | UHBW |
| St Michael’s Hospital (STMH) | UHBW |
| Weston General Hospital (WGH) | UHBW |
| Southmead Hospital | NBT |
| Cossham Hospital | NBT |
| Bristol Centre for Enablement | NBT |
| Frenchay | NBT |
| Bristol Brain Centre | NBT |
| Community Diagnostic Centre | NBT |
| Thornbury Outpatient Clinic | NBT |
| Macmillan Wellbeing Centre | NBT |

**Appendix 2: Requesting a 999 ambulance**

