

23 May 2016

**New telephone number for Devon patient transport service**

Dear Stakeholder,

**From 29 May 2016, all bookings for non-emergency transport in Devon (not including Plymouth) will be taken by a new central booking service – the Patient Transport Advice Service (PTAS) on 0345 155 1009.**

PTAS will take bookings from patients and NHS staff between 7.00am – 6.00pm, Monday to Friday (except bank holidays). The service will be provided by Devon County Council.

Patients are still encouraged to make their own way to NHS appointments wherever possible. However, if they are too unwell to travel by car, taxi, public transport, or community transport, they can contact the Devon Patient Transport Advice Service (PTAS) to see if they are eligible for non-emergency patient transport. Those who normally use the service and have already been assessed should also use this number. Eligibility is based on clinical need, not affordability.

Non-emergency patient transport is funded by NHS Northern, Eastern and Western Devon Clinical Commissioning Group for patients with a medical need for non-urgent, planned transportation to and from secondary healthcare services such as hospital appointments (not primary care services, such as GP appointments).

Patients who are not eligible for non-emergency transport will continue to receive support and information about local community transport services, which are there to assist local people to get to health and social care services. Community transport services provide support for patients who need less assistance to travel to appointments.

Information leaflets for patients with the new contact details will be available locally in GP practices, hospitals, pharmacies and other health care settings.

**If patients have any queries or concerns about the new service they should contact the Patient Advice and Liaison Service on** [**pals.devon@nhs.net**](mailto:pals.devon@nhs.net) **or 0300 123 1672.**

The area covered by the PTAS service is Devon, but not including Plymouth or South Devon, and the new provider for non-emergency transport service in Devon from 29 May 2016 is First Care Ambulance.

Information leaflets and FAQs for patients can be found on the CCG website [here](http://www.newdevonccg.nhs.uk/information-for-patients/patient-transport-information---/100276).

Non-emergency transport is a transport service for patients who currently can’t travel safely any other way to NHS secondary-care appointments and admissions, or following discharge from hospital. Journeys to GPs, dentists or opticians are not included.

Non-emergency transport vehicles deliver pre-planned journeys e.g. outpatient appointments and non-urgent ‘on the day’ journeys e.g. discharges not planned in advance, where there are clinical reasons the patient can’t travel by everyday means.

The frequent attender car service will be managed by the Patient Transport and Advice Service at Devon County Council.

Non-emergency transport will continue to be provided by ERS Medical for the Plymouth area. The Torbay and South Devon NHS Foundation Trust continues to provide journeys for the South Devon and Torbay area.

The existing booking services in Plymouth and Torbay/South Devon will continue as before.

* Plymouth 01752 431954
* Torbay, Teignbridge and South Devon: 01803 656777

**NHS Northern, Eastern and Western Devon Clinical Commissioning Group**