



# Patient transport explained

This leaflet from Great Ormond Street Hospital (GOSH) answers common questions about how patient transport works.

## Who is eligible for patient transport?

Patient transport is only provided if your child has a medical need that prevents them using public transport. If your child does not meet the criteria for patient transport, you will need to make your own travel arrangements.

You may be eligible for the Hospital Reimbursement Travel Cost Scheme. Please contact the Fare Reimbursement office on 020 7813 8152 for further details.

## What type of transport is provided?

Currently, patient transport to and from your child's appointment or admission is provided through GOSH or an external booking agency depending on your local health service management (Clinical Commissioning Group or CCG). In time, all GOSH patients will be directed to their CCG to book their transfers.

## Transport provided by GOSH

A transport booking form will be completed and will include a recommendation for which type of vehicle is suitable for your child. If you think your child requires a certain type of vehicle, you should tell hospital staff when discussing your transport. The usual options are car or ambulance.

## Who can travel with the patient?

An adult must escort all children under 17 years old when using patient transport. Do note that only one escort will routinely be carried with the patient and any other people that wish to attend the hospital will need to make their own arrangements.

In exceptional circumstances, two escorts may be accommodated but you will need to discuss and agree this with the clinical team at the point of booking.

If you have no alternative but to bring your other children with you, please discuss this with the person that books your transport. Please note that we cannot guarantee that additional adults or children will be able to travel with you. Car/baby seats can be provided for the journey but limited numbers are available so you may be asked to provide your own. Space is limited in our vehicles so please do not bring bulky luggage with you. We will only bring luggage if there is enough space in the vehicle to transport it safely.

## When am I collected?

We will call you two days beforehand to confirm that you still require transport. During this call, we will give you an approximate pick-up time and you will need to be ready two hours before your appointment time if you live within the M25, longer if you live outside. Journeys are planned to make most effective use of resources.



## **If I am collected late – will I miss my appointment?**

We aim to bring patients in on time for their appointment or procedure. If you experience any difficulty on the day, you should contact Transport staff on 020 7405 9200 ext.1625.

## **What happens when I get to hospital?**

You will be dropped off outside the Main Entrance of the hospital. Main Reception/Transport staff can help you to get to the location of your appointment. Volunteers are also available to help you.

## **What happens after my appointment?**

After your appointment, you should make your way to the Transport desk located in the Main Reception Area where you will need to check in, ready for the journey home.

## **How long will I wait before going home?**

You should expect to be on your way home within 45 minutes of notifying the Transport desk that you are ready to leave.

Please note: if you have been asked to attend the hospital as an urgent case on the day, you may need to wait for up to two hours to be collected as all pre-planned journeys are prioritised within the resources available.

### **How to contact us**

If you have any concerns or comments about your journey please contact our Patient Advice and Liaison Service (PALS) by visiting the PALS office in main reception, phone 020 7829 7862 or email [pals@gosh.nhs.uk](mailto:pals@gosh.nhs.uk).

## **What will happen if I make my own way to GOSH or home again, when transport has been booked?**

If the Clinical Department/Transport team has not agreed this with you then you could lose your eligibility for transport for future appointments or admissions.

## **What happens if I need to attend regularly?**

Patients who need to attend hospital on a regular basis are usually assessed for transport for a block period of time. However, if the patient's condition changes within that period, their eligibility will be re-assessed by the doctor or nurse.

## **I have a follow-up appointment booked – will I get transport automatically?**

Your child will be assessed for each attendance at GOSH to confirm whether patient transport is clinically needed.

## **Transport provided by your local health service management (CCG)**

You should be provided with information about booking and using patient transport so please ask your local hospital and/or family doctor (GP) for more details. Please note that you will be responsible for booking both journeys in good time.