**Booking Patient Transport**

**Advice for GP Practices in Devon, Plymouth and Torbay**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **When is the journey?** | **Who should book?** | **How?** | **Who do you call?** | **What is available?** |
| **Urgent medical need same day** | GP/Clinician | By phone | South Western Ambulance Service (SWASFT)   * 999 – emergency/time critical * 0845 602 0455 – urgent but not emergency/time critical | Emergency/Blue Light Ambulance –  8 or 30 minute response  Ambulance – 1, 2 or 4 hour response  Patients not admitted may have to make their own arrangements to get home |
|  |  |  |  |  |
| **Booking ahead**  **As much notice as possible** | Patient/relative/carer (for patients who cannot travel independently) | By phone | Local Single Point of Contact (SPOC)   * 01404 465 290 – Exeter & East Devon * 01271 314 332 – North Devon & Torridge * 01884 242 099 – Mid Devon * 01822 617 525 – West Devon & South Hams * 01752 431 954 – Plymouth * 01803 656 777 – South Devon, Torbay & Teignbridge * 01278 727 444 – Somerset * 01872 223 388 – Cornwall | The local SPOC will assess, book and advise patient what options are available, such as:   * Public Transport * Friends/Relatives/Own Car * Taxi * Voluntary car schemes * NHS Patient Transport   Patients must meet criteria before transport can be booked.  Most transport will require a payment and some patients will be able to claim a refund. |
| **More information and leaflets available to download from:**  [www.newdevonccg.nhs.uk/information-for-patients](http://www.newdevonccg.nhs.uk/information-for-patients) or [www.southdevonandtorbayccg.nhs.uk](http://www.southdevonandtorbayccg.nhs.uk) and [www.journeydevon.info](http://www.journeydevon.info)  **Who to contact for help or advice:**  Patient Advice and Liaison Service at Northern, Eastern and Western Devon Clinical Commissioning Group – 0300 123 1672 (Monday – Friday 9am – 5pm)  Patient Experience Team at South Devon and Torbay Clinical Commissioning Group – 01803 652578 (Monday – Friday 9am – 5pm)  Please note, these teams can only offer advice and support, they cannot book transport. | | | | |