



Local Transport Alternatives

Traveline – For details about local bus and rail services, telephone the traveline on the following number: **0871 200 2233** (calls cost up to 10p per minute for BT customers) or visit www.traveline.info

Detailed below, is a list of community transport providers, but please note these services are chargeable

Glossopdale Area, Local Transport Alternatives

Glossop Community Transport – Door to Door, DDA Compliant service from Glossop to Tameside General Hospital. Telephone: **01457 861635**

Glossop Volunteer Car Scheme – Available to people who cannot use public transport to TGH. Telephone: **01457 890904**

Tameside Area, Local Transport Alternatives

Easy Go Travel – Runs a DDA Compliant service that covers the Tameside area and has close ties to Glossop Community Transport. Telephone: **0161 419 3580**

Miles of Smiles Volunteer Car Scheme – Available to people who cannot use public transport to TGH. Telephone: **0161 339 2345**

Hattersley Point 2 Point – Low cost transport service to TGH from Hattersley and Limited Tameside Areas (Check Tameside area availability). Telephone: **0161 367 8014**

Ring and Ride – One way transport to TGH for appointments and two way transport for visiting hours. Telephone: **0161 343 1404**

Local Link – Limited Tameside Area transport coverage to TGH (Check Tameside area availability). Telephone: **08456 05 55 05**

Tameside Council – Provides a dedicated team of driver-attendants who operate a fleet of 16 & 24 seat welfare buses, adapted for physically disabled people. Telephone: Peter Benson – **0161 342 2717**, or Mark Alison (Transport Manager) – **0161 342 2758**

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Patient Transport Services

Using NHS transport to get to your appointment



My NHS number is:
Please make sure you have your NHS Number at the time of booking.

Patient Transport Services

Patient Transport Services (PTS) are provided for those patients whose **medical condition** means they cannot get to their appointment any other way.

The service provides different types of vehicles appropriate to medical need, ensuring the patient travels in a safe, comfortable, supported environment, to their appointment.

PTS is a vital resource for those who need it and the recently revised criteria, based on national guidance, will be applied to all new requests.

Am I eligible for PTS?

When booking, all patients will be assessed using a short and simple series of questions on their suitability for PTS, to establish whether:

- A patient's medical condition requires the skills or support of PTS staff on/after the journey
- It would be detrimental to the patient's condition/recovery if they were to travel by other means
- A patient's medical condition impacts upon their mobility to such an extent that they would be unable to access healthcare or it would be detrimental/hinder recovery to travel by any other means.

How do I book my transport?

Bookings for outpatient appointments /admissions are made through the ABC centre on **0161 335 2700**.

At the time of booking, please make sure you have your NHS number, as your request cannot be made without it.

Can a friend or relative travel with me?

- Only parents and carers of patients who have been assessed as vulnerable can travel on NHS transport
- Although we recognise other patients would like the support of family and friends with them on their journey, places taken up in this way means that other patients with a medical need cannot be transported.

If I'm not eligible for PTS, what are the alternatives?

For patients living in Tameside and Glossop who do not meet the revised eligibility criteria, there are a range of alternative transport options as listed on the back page of this leaflet.

PTS is a vital resource for those who need it and should not be seen as an alternative to a taxi or as a means to avoid the inconvenience or cost of parking.

I've previously used PTS but now I'm being told I can't. My circumstances haven't changed, so why is this?

The eligibility criteria developed by the Department of Health is now being applied to PTS across the North West.

North West Ambulance Service, our local service provider for PTS, has worked with NHS organisations across the North West to provide an improved and efficient service for those who **really** need it.

Who can I speak to for further advice?

If you would like any further advice, or have any issues in relation to any aspect of your NHS care, please contact your local Patient Advice and Liaison Service (PALS) listed below:

PALS can be contacted by

Telephone: 0161 922 4466

Fax: 0161 922 4009

Minicom: 0161 922 4010

Email: pals@tgh.nhs.uk

PALS is based at:

Tameside Hospital NHS Foundation Trust, Base Accommodation, Fountain Street, Ashton-under-Lyne OL6 9RW

PALS is open 9.00am – 5pm. An answer phone service operates outside of these times.