

HTG UK Ambulance Service, is the provider of non-emergency patient transport services for patients who are registered with GPs in the Norfolk & Waveney area and have their transport prebooked.

We provide this service when your patients need to attend an NHS-funded appointment at the hospital or clinic, are needing to be repatriated from hospital or need to transfer between centres and, because of their medical conditions, they cannot make their own way.

Renal and Cancer Treatment appointments are eligible for transport to and from their treatment.



Not eligible for transport

A patient is not eligible for the following reasons:

- They DO NOT have an NHS Norfolk & Waveney GP
- They DO NOT have medical conditions that prevent them from making their own way
- They have their own vehicle and/or someone else could transport them

(These are not exhaustive – there is an eligibility criteria)

The call centre will be able to provide you with further information on the options that may be available to the patient.

Patient transport is a vital resource for those who need it and should not be seen as an alternative to using public transport or a private car if they are able to do so.

The Patient Advice and Liaison Service (PALS) at the hospital may also be able to provide advice; this includes information on the Healthcare Travel Costs Scheme which may be of help if the patient is unable to afford the cost of travelling to and from a hospital appointment.

Information relating to alternative hospital transport options is also available from the Local Healthwatch or other patient representative groups.



Working in Partnership with the NHS

Non-Emergency Patient Transport

Guide for Healthcare Professionals



Norfolk & Waveney

How to book patient transport:

HCP should gain access to the HTG-UK Cleric Portal to enable booking, tracking & cancellation online.

Please note: Bookings via the portal should not be made for:

*Complex Bariatric
High Dependency
Sectioned Mental Health
End of Life*

These journeys require pre-alerting to Planners for possible assessment.

If you require access to our portal, please contact hcptraining@htg-uk.com for further information.

The Booking line: 0345 241 3012

A Call Handler will assess whether the patient is eligible to use patient transport by asking you a few simple questions about the medical condition and mobility or support needs of the patient.

Your answers to these questions will determine whether they are eligible.

You will need to have the following information to hand:

- NHS Number
- Date of Birth
- GP Surgery they are registered with
- Full Address with postcode
- Mobility/Support needs
- Date, time and destination of appointment
- Access details of the patient's property

Once the transport is booked, you will be given a booking reference number.

If the appointment changes or is cancelled, it is your responsibility to inform us to either cancel or amend the booking, otherwise we will still attempt to collect the patient according to the original booking and the NHS will incur a cost.

Please call our booking line if you need to **Cancel** a booking at short notice or need to make any changes: **0345 241 3012**

If you have portal access, you can use the DIRECT CHAT facility to send a request message.

We will collect the patient from the booked address, and we ask that they are prepared a couple of hours prior to the booked journey time; we aim to collect them with enough time to get them to the destination on-time.

Before beginning the journey, our staff will ensure the patient has everything they need.

Our friendly Staff are trained to provide assistance throughout the journey and will escort the patient to the destination.

If you wish to make a general enquiry you can visit <https://www.htg-uk.com/home>

If you provide us with a mobile number for the patient or their Next of Kin, they will receive a free SMS reminder the day before their appointment; this also allows them to cancel that journey if they no longer require it.



Feedback and queries

We welcome your feedback on the service that we provide.

If you would like to raise any compliments, concerns or complaints about our service, this should be raised following your internal reporting process.

The reports are submitted through governance channels and reviewed by your own Safety & Governance Teams. They are evaluated and shared with HTG where necessary.