

The ROYAL MARSDEN

NHS Foundation Trust

Non-emergency patient transport

Chelsea and Sutton

Patient Information



NHS

Introduction

We want patients to reach The Royal Marsden safely and in good time for treatment.

Most patients will be able to travel to the hospital with the support of relatives, friends, or carers. Unfortunately, patient transport is not provided on the basis of journey length, inconvenience or cost. Some patients who meet a medical and mobility need may be able to access patient transport. We want to ensure that patients who need patient transport can use our service.

How to get to our Sutton and Chelsea hospital sites

Both Sutton and Chelsea are accessible by public transport and taxi services.

Getting to Sutton

By bus – routes 280, 80, S1 and 420 all stop nearby and routes S3 and S4 stop in the hospital grounds.

By train – the nearest stations are Sutton and Belmont.

Getting to Chelsea

By bus – routes 14, 211, 414 and 345 pass the hospital and routes 11, 19, 22, 49, 70, 74, 319, 360, 430 and C1 stop nearby.

By tube – the nearest station is South Kensington which is about a 7 minute walk to the hospital.

Further information can be found here:

www.royalmarsden.nhs.uk/contact-us/how-get-royal-marsden

Can I get help with my travel costs?

There are options which provide financial support for patients attending hospital appointments.

Car parking

For patients who regularly visit the hospital by car, there may be parking expense exemptions available. You can receive

free parking if you have 3 or more appointments in any 4 week period. You can also purchase season tickets to reduce the cost of parking charges. Our Facilities office and main reception helpdesk can help support you with claiming parking expenses.

Taxi or mobility assisted taxi

All taxi companies are legally required to offer mobility assisted taxi services and to support people to and from a vehicle. In many cases this is likely to meet the needs of most patients seeking other transport options, and those who require some support with their mobility.

The Taxi Card scheme offers eligible people in London discounted travel by taxi. Further information can be found here: www.londoncouncils.gov.uk/services/taxicard

Outside of London, your area may offer a similar scheme.

Healthcare travel cost scheme

Eligible patients may be able to claim back the costs of their travel expenses. Further information about the NHS Healthcare Travel Costs Scheme is available through our cashier's office or can be found on the NHS website:

www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/

Congestion charge and ULEZ

Our Chelsea hospital falls within the congestion charge zone and ULEZ area. Our Sutton hospital falls within the ULEZ area. Patients who regularly travel to the hospital and who are clinically unable to use public transport may be eligible to reclaim these costs through our cashier's office.

Further information can be found here:

www.tfl.gov.uk/modes/driving/reimbursements-of-the-congestion-charge-and-ulez-charge

Community transport schemes

Your local council is likely to offer support with your transport where you are in receipt of certain benefits including DLA

(Disability Living Allowance). Some areas will also have volunteer transport services which can be used by people attending hospital appointments.

Who is entitled to non-emergency patient transport?

Eligibility is assessed according to national guidance. Before we can arrange patient transport, all patients need to receive an eligibility assessment. Patient transport is only provided to patients whose clinical condition and mobility make it impossible for them to use other forms of transport and who require the assistance of specialist staff.

We will ask you questions about how you usually travel day to day, your medical needs, and mobility, to help us assess if you are eligible to receive patient transport. Please be patient with the staff carrying out these assessments. They are committed to providing a fair and professional service but are also obliged to follow local and national guidance.

We will review your assessment outcome every 28 days as your care needs may change over time.

If your assessment outcome changes, we will write to you following a clinical review to inform you of this.

Please contact the Patient Transport team (details on page 6) if you think you may be eligible. Please have your hospital number ready. We are unable to book patient transport without your eligibility being assessed first.

If you are on 3 month, 6 month, or 12 month follow up, we are unable to provide patient transport for you and encourage you to consider other transport options.

If you feel that the assessment decision is incorrect, you have the right to speak to the Patient Transport Team Lead. They will try to resolve your transport issue or will pass your details to a clinical assessor to review the assessment. Unfortunately, your clinical team are unable to request patient transport on your behalf.

How can I book non-emergency patient transport?

In order to ensure we can process your request, you will need to call us 48 hours before your appointment as we will not be able to accommodate your request at short notice.

Some Clinical Commissioning Groups (CCG's) are responsible for local health services and have decided to commission and fund Patient Transport Services (PTS) directly through local providers. Patients living within these CCG's will no longer be able to book transport through The Royal Marsden's transport department and will need to contact their GP or local transport provider. The Royal Marsden transport staff will be able to advise further.

Can I bring my own wheelchair?

If you are unable to travel by car and you need to be transported in your own wheelchair, manual or electric, you must inform the staff at the point of booking your transport. You will need to provide the make and model of your electric wheelchair and give at least 48 hours' notice.

How will I know what time I am being picked up?

Patients living within Greater London will need to be ready two hours before their appointment. Patients living outside the M25 will need to be ready three hours before their appointment.

Unfortunately we are unable to offer a fixed time of arrival as you are likely to be travelling with other patients and travel conditions can be unpredictable.

What should I do if my transport is late?

Please do not worry if there is a short delay with your transport arriving to collect you. If the delay is longer than half an hour you may want to contact us.

Will there be other patients travelling with me?

There will be other patients travelling with you and this can make your journey time longer.

Can I bring someone with me?

An escort is only permitted where assistance is needed that cannot be provided by the transport crew or when a child needs accompanying. Unfortunately it is not possible to allow additional siblings to travel on patient transport. All escorts must be at least 16 years old.

What if I become unwell between appointments and am unable to travel to hospital?

You will need to contact us as soon as possible to discuss your circumstances and the availability of transport.

What do I do if I need to cancel an appointment?

If you cancel your hospital appointment, you must also contact us as soon as possible to cancel your transport so your seat can be allocated to another patient.

What do I do when I am ready to go home?

When you are ready to go home, please report to the transport desk in the hospital. You should expect to wait up to 90 minutes from your booked time to return home.

Contact details

Booking and assessment service

Sutton 020 8661 3804

Chelsea 020 7811 8305

Lines are open 8.30am – 4pm, Monday to Friday excluding Bank Holidays.

For advice and support please contact our Patient Advice and Liaison Service:

Chelsea 020 7811 8438 / 020 7808 2083

Sutton 020 8661 3759 / 3951

or email patientcentre@rmh.nhs.uk

Should you require information in an alternative format please contact The Royal Marsden Help Centre.

Notes and questions

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References

This booklet is evidence based wherever the appropriate evidence is available.

Details of the references used in writing this booklet are available on request from:

The Royal Marsden Help Centre

Telephone: Chelsea 020 7811 8438 / 020 7808 2083

Sutton 020 8661 3759 / 3951

Email: patientcentre@rmh.nhs.uk

No conflicts of interest were declared in the production of this booklet.

Should you require information in an alternative format, please contact The Royal Marsden Help Centre.

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royalmarsden.org

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