



## Changes to Your Patient Transport Service

From the 1st July 2016 a new Patient Transport Service contract comes into place in Cheshire, Warrington and The Wirral. The new service will be delivered by West Midlands Ambulance Service NHS Foundation Trust and provides a service to the local population, i.e. patients who are registered with GPs in:

NHS Eastern Cheshire CCG  
NHS South Cheshire CCG  
NHS Vale Royal CCG  
NHS Warrington CCG  
NHS West Cheshire CCG  
NHS Wirral CCG

The current eligibility criteria will continue to be used as before, as set out by the Clinical Commissioning Groups and is designed to identify your actual medical and mobility requirements.

## How Will the Changes Affect You?

You will be responsible for booking your own transport for outpatient appointments, day procedures and regular treatments such as renal dialysis, cancer treatment and physiotherapy.

Booking Kiosks will be available in familiar locations for ease of booking yourself ready to go home after your appointment.

A mobile phone text ahead service will be available for appointment reminders and cancellation details. You can opt-in for this service when making your booking.

## How to Book



**0345 425 0050 - The booking office is open Mon-Fri between 8am - 6pm**

You are asked to have the following information available when booking to ensure an effective process:

- Name
- Date of Birth
- NHS number
- Pick up and destination address (including postcode)
- GP name and practice address
- Date and time of appointment
- Details of your medical and mobility needs

