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Ymddiriedolaeth GIG  
Gwasanaethau Ambiwylans Cymru  
Welsh Ambulance Services  
NHS Trust



## Welsh Ambulance Services Non-Emergency Patient Transport Services



There are ambulances that take people to hospital appointments and clinics. These are called

### **Non-Emergency Patient Transport Services.**



You have to have a **health need** to use the transport services.

A **health need** is something like

- if you need oxygen when you travel
- if it is hard for you to walk



The full list of health needs is on our website [www.ambulance.nhs.wales](http://www.ambulance.nhs.wales)

When you get an appointment, the hospital or clinic should send you an appointment letter.



The letter should have

- your NHS number
- the time, the date and the address of your appointment.

We need this information to make a booking.

To book a service, phone our Booking Line on **0300 123 2303**.



First, we will ask you questions about your health need.

Then, if your health need is on our list, we will ask you about your appointment.

If your health need is not on our list, we can let you know about other transport services.



These other services might be able to help you with transport.

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We also have volunteer car drivers, who use their own car.



You might get a service from a volunteer car driver if

- your health need is on our list, and
- you can get in and out of a car.



If you want to use Non-Emergency Patient Transport Services phone **0300 123 2303**

(It is free to call this number)



If it is difficult to arrange transport for yourself, someone else can help you.

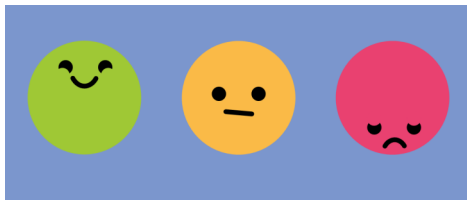
You can also book transport for someone else with a health need.



If you book an ambulance but you do not need it any more, phone **0300 123 2303** to cancel your booking.

It is very important to cancel your booking if you do not need it.

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# How was your experience with us?

Telling us about your experiences and stories is very important.



We really want people to be at the heart of everything we do. We want to make sure that people get the best care and support they can.



Your stories can make a difference to what we do and can help make other people's experiences better.

If you would like to give us feedback about the Welsh Ambulance Service, you can:



Telephone **0300 123 9207**



Email at **PECI.team@wales.nhs.uk**



Or you can visit the **Have Your Say** page on our website

**www.ambulance.nhs.wales**