

## Appendix A – Eligibility Criteria

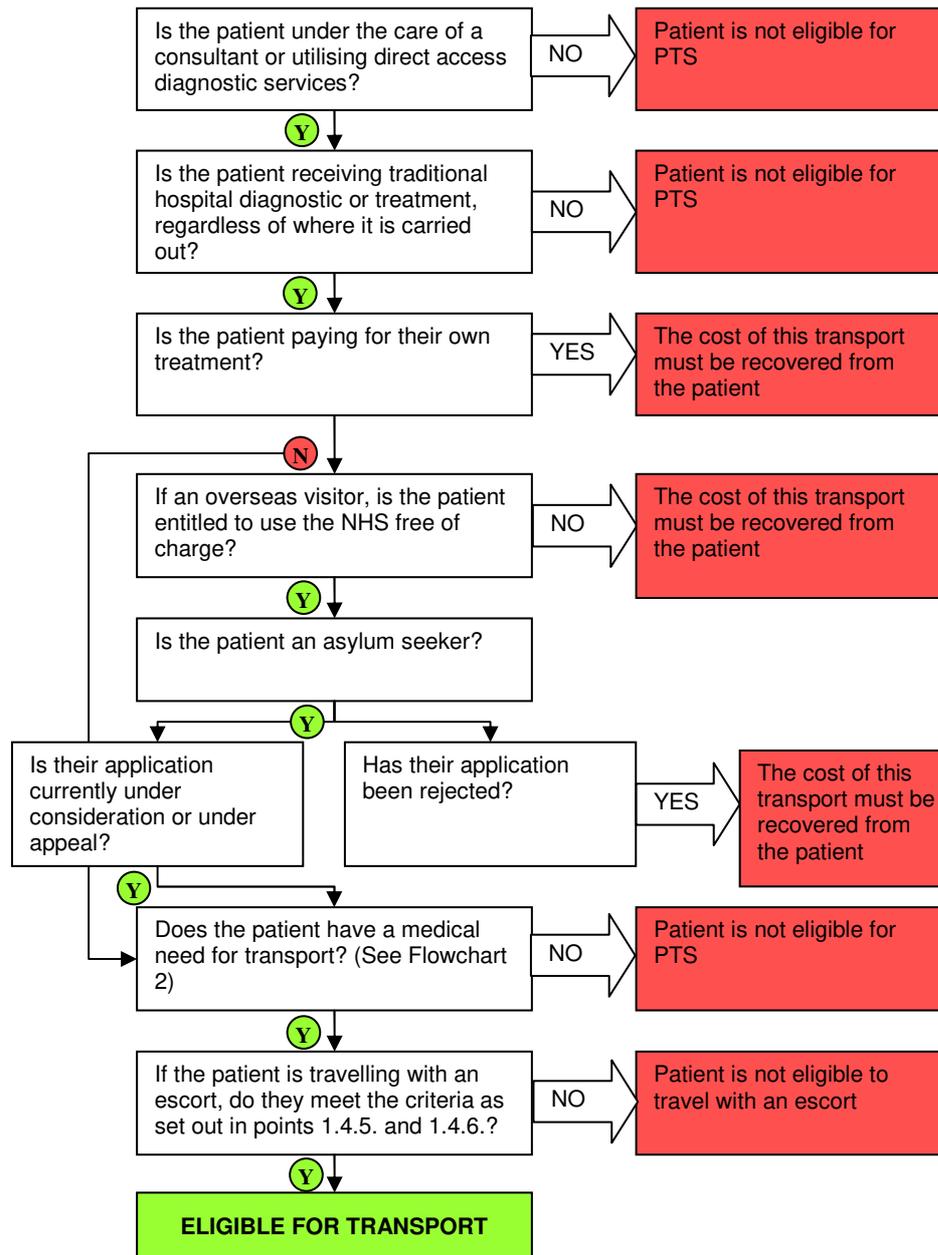
### 1. PTS Eligibility

- 1.1. PTS is available to patients referred for consultations, treatments or procedures traditionally provided in a hospital setting, whether the service is provided within the hospital or community setting.
- 1.2. A non emergency patient is one who, whilst requiring treatment, which may or may not be of a specialist nature, does not require an immediate or urgent response.
- 1.3. PTS eligibility should ultimately be determined by a healthcare professional and in many areas it is the responsibility of a GP or hospital staff to book PTS.
- 1.4. To qualify for PTS, specific criteria must be met as follows:
  - 1.4.1. The patient must be under the care of a consultant or utilising Direct Access Diagnostic Services;
  - 1.4.2. The patient must be receiving traditional hospital diagnostic or treatment (not primary medical or primary dental services), regardless of where the treatment is carried out;
  - 1.4.3. Treatment is paid for by the NHS, regardless of whether it is carried out by an NHS or independent provider;
  - 1.4.4. The patient must have a medical need for the transport (See Flowchart 2 , Establishing Medical Need);
  - 1.4.5. One person recognised as a parent or guardian must accompany the patient when children are being conveyed;
  - 1.4.6. A patient escort can be conveyed when the particular skills and/or support are needed e.g. this might be appropriate for those accompanying a person with physical or mental incapacities, vulnerable adults or children, or to act as a translator (see attached criteria);
  - 1.4.7. Where exceptionally, a friend or relative accompanies a patient to the hospital admission, the escort is responsible for their own return transport;
  - 1.4.8. Nursing homes, residential homes and hospice facilities should be treated as a patient's home;
  - 1.4.9. The cost of PTS for Private Patients is the responsibility of the secondary service provider and recovered from the patient by them;
  - 1.4.10. People who do not normally live in this country are not automatically entitled to use the NHS free of charge – regardless of their nationality or whether they hold a British passport or have lived and paid National Insurance contributions and taxes in this country in the past. It is the responsibility of the provider of secondary services to establish if a patient is entitled to treatment without charge. If not entitled to free NHS treatment, it is the responsibility of the secondary care provider to recover the cost of PTS from the patient if it has been provided; and
  - 1.4.11. Asylum seekers are eligible for free NHS treatment for as long as their application is under consideration. However, failed asylum seekers are not eligible.

### 2. Ascertaining Eligibility

- 2.1. Do not assume that because a patient has received hospital transport previously that they are eligible for each journey. The flowcharts should be followed for each patient for each journey requested.
- 2.2. A patient's journey should never be delayed due to the inability to establish eligibility.

FLOWCHART 1



**Opening statement:**  
NHS transport is an expensive resource and it is important that all alternatives are explored to enable patients to travel to or from a healthcare location by their own means, rather than using PTS. It is only provided if the patient's medical condition prevents them safely using other travel options to get to or from their appointment. Previous use of PTS isn't a guarantee that the patient will be eligible in future.

**The Patient is eligible for NHS Transport For this Journey**

**Question 1**  
Is the patient travelling to or from an NHS healthcare provider for NHS care?

Yes

**Question 2**  
Can the patient use their own transport to safely get to/from their appointment?

No

**Question 3**  
Can the patient travel safely to/from their appointment with a friend or relative?  
If the friend or relative is not available at the date & time of the appointment it may be possible to re-arrange it.

No

**Question 4**  
Can the patient safely access and use other forms of transport - public transport, taxis – to get to/from their appointment, without detriment to their medical condition. Options may be available for wheelchairs.

No

**Question 5**  
Does the patient have a medical condition which affects their mobility and means they cannot use non-NHS transport or do they need the facilities available on a PTS ambulance and/or a the help of a PTS Crew in order to travel safely?

Yes

**The Patient is not eligible for NHS Transport For this Journey**  
  
But if cost is an issue, they may be eligible for help with travel costs through the Healthcare Travel Costs Scheme.  
  
Alternatively they may be able to access other forms of community transport.

No

Yes

Yes

Yes

No

## **Guidance Information**

### Question 1

A Healthcare provider could be community, secondary or tertiary care based.

### Question 2

Consideration needs to be given to the following:-

- How the patient normally gets out & about.
- The effect of treatment or diagnostics which the patient may be subjected to at the Healthcare provider and which may affect their ability to transport themselves.
- The frequency of journeys the patient has to make in a short time period, for example, if more than 3 return journeys per week.

### Question 3

Consideration needs to be given to the following:-

- The frequency of journeys the patient has to make in a short time period, for example, if more than 3 return journeys per week.

### Question 4

Consideration needs to be given to the following:-

- Any effect of treatment or diagnostics which the patient may be subjected to at the Healthcare provider.
- The frequency of journeys the patient has to make in a short time period, for example, if more than 3 return journeys per week.
- The complexity of the journey, if for example the patient needs to make more than one change of vehicle.
- Access to and from transport.

### Question 5

Examples will be:-

- The need to utilise on-board oxygen.
- The requirement for a stretcher, carry chair, ambulance service wheelchair or bariatric vehicle.