

Working in partnership with:



NON-EMERGENCY PATIENT TRANSPORT SERVICES

For Surrey-registered patients
who need to attend NHS appointments*



*Eligibility criteria apply

www.emedgroup.co.uk/surrey

Please note that this document is available in alternative formats and languages upon request. Please see the reverse for more details.

From the 1st of April 2024, EMED Patient Care will be delivering the non-emergency patient transport service (NEPTS) for eligible patients living in Surrey.

Bookings and enquiries:

0300 131 2400



What's new?

Patients, carers and hospital staff will now book transport through EMED Patient Care on **0300 131 2400**.

You will notice our vehicles transporting you to and from your medical appointments. More information on this service can be found at: **www.emedgroup.co.uk/surrey**



What about existing bookings?

You do not need to do anything – any existing bookings with the previous provider automatically move across to us.

However, it is important if your circumstances change, that you notify us on **0300 131 2400**.



Patient Feedback

We actively encourage patients to feedback on the service they have received. Occasionally you will be asked to participate in a survey regarding the service you have received. We hope you will help us by completing a survey as we welcome feedback from you and will use your responses to improve the service we deliver to patients.



Patient safety as standard?

EMED Patient care is registered and regulated by the Care Quality Commission (CQC) as a result we are subject to the identical CQC quality standards as all of the ten NHS Ambulance Trusts. This means the service you receive from us ensures patient safety is at the core while providing a reliable and reassuring service.





Frequently Asked Questions

Q Am I eligible for this service?

A The call handler will guide you or your doctor/nurse through some straightforward questions to check if you are eligible. If you are not then they will be able to advise on possible local transport alternatives such as community transport.

Q Can I bring someone along with me?

A Space is limited, which is why escorts are permitted only under certain circumstances such as the patient being under 16.

Q What if the transport doesn't arrive at the time I expect?

A If there is any delay in your transport collecting you, we will contact you by telephone.

Q If on the day I have a problem affecting my booked transport, who do I contact?

A EMED Patient care on 0300 131 2400.

Q Do I have to pay for transport?

A No, it is free for patients who are eligible for the service.

Q How can I cancel a booking?

A Please call us on 0300 131 2400 and inform the call handler that you no longer require your booked journey. Please also let the relevant ward or department know if you no longer require your appointment.

Q How do I provide comments, compliments or concerns specifically regarding my transport experience?

A Contact our Patient Experience Team:

By phone:

0300 777 8844

By email:

patientexperience@emedgroup.co.uk

By post:

**Patient Experience Team,
EMED Group, Unit 4b, Bridge
Business Park, Burcott
Road, Hereford, HR4 9LW**



Providing health and care services to people in our communities who need us most.

EMED Patient Care is part of EMED Group, a specialist provider of a range of patient, mental health, community and courier transport services to the NHS and wider public sector.

We are one of the UK's largest independent health and care service providers, delivering over one million journeys every year.

We deliver a nationwide service from over 50 operational bases across the UK. We have a comprehensive fleet of ambulances and wheelchair-accessible vehicles to meet your journey needs.

You can find out more about EMED Group by visiting: **www.emedgroup.co.uk**

With national coverage, EMED Patient Care is a trusted partner to healthcare settings across the country.



1,000+
vehicles



2,800+
colleagues



50+
locations





EMED

Patient care

Requesting Alternative Formats:

The information in this document can be made available in alternative formats, such as easy-read or large print, and may be available in alternative languages upon request. Please contact **marketing@emedgroup.co.uk**.

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www.emedgroup.co.uk/surrey

