

# ELIGIBILITY FOR PATIENT TRANSPORT SERVICES

A guide for patients to the national NHS eligibility criteria for non-emergency patient transport.

**Non-Emergency Patient Transport Services, sometimes shortened to NEPTS, is a specialist service provided by the NHS to transport patients in and out of NHS healthcare settings such as hospitals.**

It is a limited resource made available for free to those who meet specific medical mobility needs, which include **the need to travel by stretcher, wheelchair or have regular visits to renal dialysis**. NEPTS is an essential cog in the healthcare system and transports millions of patients each year.

To ensure these limited specialist resources are used by those most in need, Integrated Care Boards (ICBs) and NHS Hospital Trusts apply an **'NHS national eligibility criteria'** to determine who can use the local NEPTS service. Sometimes, NHS Trusts apply regional variances to this criteria depending on the geographical and demographic needs.

EMED Patient Care and all NEPTS providers are bound by this eligibility criteria and apply them to anyone who wishes to make a booking. This makes sure only those that have a genuine reason to travel on an ambulance are allowed to do so. It also ensures the limited specialist resources are used by those most in need.

Patient transport is available for those who require assistance in getting to their appointments or place of care, because:

- They have a medical need such as requiring oxygen or specialist equipment to travel safely.
- They have limited mobility (e.g. needing a wheelchair or stretcher).
- They have a cognitive or sensory impairment.

You can find out more at this NHS website: [How to organise transport to and from hospital.](#)

Financial hardship doesn't qualify people for free patient transport. But there are other avenues if you are unable to afford to travel to your appointment.

If you are referred for specialist NHS treatment or tests, some people can claim for hospital transport costs through the Healthcare Travel Costs Scheme (HTCS). **Read more:** [Healthcare Travel Costs Scheme \(HTCS\).](#)

### **Signposting to other local travel resources**

If you are not eligible for NEPTS, our friendly call centre operators can signpost you to other available resources in the area such as community transport, volunteer drivers and the HTCS. If you require further information or are unclear on how to make a booking please speak with your GP, healthcare professional or local Patient Advice and Liaison Service (PALS).

**Let's all work together to make patient transport an easy-to-access service used by those who need it most.**

Talk to us today  
to find out how  
we can help

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