

Booking ambulance transport

Patient information leaflet

Whiston Hospital
Warrington Road, Prescott,
Merseyside, L35 5DR
Telephone: 0151 426 1600

St Helens Hospital
Marshalls Cross Road,
St Helens, Merseyside, WA9 3DA
Telephone: 01744 26633

Southport Hospital
Town Lane, Kew,
Southport, PR8 6PN
Telephone: 01704 547 471

www.MerseyWestLancs.co.uk

**If you need this leaflet in a different language or accessible format
please speak to a member of staff who can arrange it for you.**

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید،
لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formacie,
proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotowuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil,
vă rog să discutați cu un membru al personalului să se ocupe
de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق
يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

Author: Community matron
Department: Community matron team
Document Number: MWL2905
Version: 001
Review Date: 31/10/2028

Eligibility criteria

Patient Transport Service (PTS) is a non-emergency service for people who may need special support getting to and from their healthcare appointments. They provide the service for patients in Cumbria, Lancashire, Greater Manchester and Merseyside.

You may be eligible for ambulance transport if you have a medical condition/reduced mobility, which could stop you getting to your appointment by any other means.

For example:

- Patients who are bedbound and need a stretcher to travel.
- Patients who require medical gases during the trip to hospital.
- Some patients who need a wheelchair.
- Patients who need to be carried up to/down from their residence.
- Patients who are travelling on their own but have limited capacity, such as dementia patients.
- Patients who cannot walk without continual physical support (not including the use of aids such as walking sticks or Zimmer frames).

Notes



Useful Contact Numbers

Patient Transport booking line - Cumbria, Lancashire & Merseyside

0800 032 3240.

Patient Transport Service General enquiries - Cumbria, Lancashire and Merseyside

Freephone - 0800 032 3240.

(free from landline telephones only).

Patient Transport Service - Renal dialysis and cancer patients

Freephone - 0800 028 9224

Patient Transport Service Website

www.nwas.nhs.uk/services/patient-transport-services-pts/



How to book an ambulance

1. Ideally you need to book your transport up to 5-7 days before to make sure they have availability for your booking.
2. Have all your appointment details to hand i.e. date, time and location.
3. Make the call, contact number - 0800 032 3240. Choose relevant option for your area. Please be aware there can be long waits.
4. Once through to the adviser, tell them the date/time and location of the appointment.
5. The adviser will ask some personal health questions to support you with your ambulance journey/requirements needed.
6. The adviser will then give you a reference number (make a note of this in case you need to make any amendments/enquires for booking).
7. Ambulance arrival – the adviser will give you a time-frame, to when to be ready for pick up/drop off.

Mobility descriptions

Sitter 1 (c1) – a 5 door car - patient walks with assistance, has no specific medical assistance requirements during the journey. Does not require any manual handling equipment.

Sitter 1A (C1A) – ambulance vehicle/minibus taxi with one staff member (a driver) - patient walks with assistance from one person, and has no specific medical assistance requirements during the journey. The patient cannot be accommodated with a passenger car.

Sitter 2 (C2) – an ambulance vehicle with two members of staff (a driver and an attendant) - patient requires the assistance of 2 staff members to assist with entering or exiting their property or the vehicle due to their mobility needs, or may need supervision due to their medical condition or need oxygen during the journey that is administered for them.

Wheelchair 1 (W1) – a wheelchair accessible ambulance with one member of staff (a driver) or a wheelchair accessible taxi - patient requires transportation travelling in their own manual wheelchair.

Wheelchair 2 (W2) – a wheelchair accessible ambulance with two members of staff (a driver and an attendant) - patient requires transportation travelling in their own manual wheelchair (an outdoor wheelchair) and requires 2 members of staff for safe transfer.

Electric Wheelchair 1 (EW1) – a wheelchair access ambulance with one member of staff (a driver) or a wheelchair accessible taxi - patient is travelling in their own electric wheelchair (must be an outdoor wheelchair) and requires 1 member of staff for safe transfer.

Electric Wheelchair 2 (EW2) – a wheelchair access ambulance with two members of staff (a driver and an attendant) - patient is travelling in their own electric wheelchair (must be an outdoor wheelchair) and requires 2 members of staff for safe transfer.

Stretcher (STR) – an ambulance vehicle with stretcher, with two members of staff (a driver and an attendant) - patient requires transportation whilst travelling on a stretcher.

Escorts can be requested to travel with any category of patients above, but there must be a clinical need to travel with the patient e.g. the patient has dementia etc.