

## At Croydon Health Services we promise

### We are always here for you

We promise everyone in Croydon, whether in hospital, in the community, or at home, we will do our best to ensure:

You feel cared for by helpful and welcoming staff, who respect you as an individual.

You feel in safe hands with highly professional staff who work well together in clean clinics and hospitals.

You feel confident in your treatment from skilled teams of compassionate clinicians who listen to you and keep you informed.

You feel we value your time with convenient appointments, minimal waiting and care closer to home.

You feel it's getting better all the time, as we continue to improve our services.

**If you need advice, support or information, we are here to help.**

## Useful Contacts:

Main Switchboard - 020 8401 3000

Out Patient Appointments– 020 8401 3001

X-Ray Department – 020 8401 3019

Fracture Clinic Appointment – 020 8401 3483

Dermatology Appointments – 020 8401 3678

Accident & Emergency – 020 8401 3013

Blood Testing Department – 020 8401 3420

## Questions and Comments?

Patient Advice and Liaison Service (PALS) offers assistance, advice and support for patients and their families. The service can help if you have concerns or worries about treatment or care. PALS may also be able to provide further information about tests and procedures and local services.

You can find PALS in the main entrance of the London Wing (Blue Zone) at Croydon University Hospital. The PALS office is open to callers from 10am to 3.30pm, Monday to Friday, telephone number - 020 8401 3210.

**We will give you all the information you need to help you to make informed decisions.**

# Non-Emergency Patient Transport (NEPT)

A guide for patients and carers

**0208 401 3972**

## What is Non-Emergency Patient Transport Service?

Non-Emergency Patient Transport (NEPT) is the ambulance service that can transport patients to and from hospital. It is only provided for patients who have very specific needs which are described below as **eligibility criteria**.

### Can I use NEPT?

We have to be very careful to make sure the NEPT is available to those patients who really need it. All patients who need NEPT must be assessed by the Patient Transport Assessment and Booking Team.

The **eligibility criteria** are based on following questions:

Does the patient need **skilled assistance** to transfer them to and from a vehicle?

Does the patient have a disability or condition that makes it **difficult or undesirable** to travel by alternative transport?

Does the patient have a condition where there is a **reasonable possibility of an event needing skilled assistance** happening when travelling?

Does the patient have a disability that could cause a **risk or embarrassment** to themselves or others if travelling by alternative transport?

## Summary of our service

An appointment has been made for you to attend the Outpatient Department of Croydon University Hospital; your GP has requested that transport should be arranged for you. This guide will explain the next steps to booking the appropriate transport to meet your needs. You will be asked a few simple questions to ensure that you meet the Eligibility Criteria, as described on the previous page.

Appointment is scheduled for **2-4 weeks'** time – please contact the Transport Booking office **two weeks** before your appointment date

**0208 401 3972**

Appointment is scheduled for **greater than 4 weeks'** time – please contact the Transport booking office **four weeks** before your appointment date

**0208 401 3972**

## On the day of your Appointment

You will be required to be ready up to 1.5 hours before your appointment time.

## Cancellation of Booked Transport

It is important that you notify us as soon as possible should you need to cancel your booked transport; this will enable us to assist another patient with their transport needs.

Patient Transport Assessment and Booking Team – please call

**0208 401 3972**

**Monday to Friday 9am – 3pm**

Out of Hours – Please leave a message stating your name, hospital number, clinic appointment date and contact details, we will return your call the following morning.

