



## BOOKING INFORMATION

1. Please ensure you have your NHS number before you contact us to make a booking for transport.
2. At the point of booking you will be asked a series of questions regarding your mobility to determine your eligibility to use the service.
3. Please ensure we are aware of any additional requirements you may have.

## CANCELLING TRANSPORT

If you no longer require transport, please ensure you cancel the booking as soon as possible.

Contact our contact centre on **0800 0323 240**  
(choose the appropriate option)  
or email: [pts.cancellation@nwas.nhs.uk](mailto:pts.cancellation@nwas.nhs.uk)

## ESCORTS

A healthcare professional, relative or carer may accompany an eligible patient on a journey in order to provide specific support that cannot be provided by the PTS staff.

An escort can also be the parent or guardian of an eligible patient under the age of 16 years.

## BE PREPARED

1. Please be ready to leave your home at least 2 hours before your appointment time.
2. Please bring your appointment letter/card with you.
3. Please dress appropriately, especially during cold weather months.
4. If possible, please bring any required medication, a snack and drink with you in case there is an unexpected delay

## YOUR JOURNEY

1. Please be aware that there may be other patients to pick up on your journey to the hospital/clinic and we ask you to respect their privacy and dignity.
2. Please take advantage of our smiley face sticker available on request. The sticker will help us to further identify you as one of our patients.

## TRAVELLING HOME

Once your appointment has finished, please ask the clinic/department to let us know you are ready to travel home. Please ask if the patient pager facility is available.