

You may be travelling with other patients. That means you may have to wait until those patients are ready to go home before the transport leaves. We will do our best to make sure your wait is as short as possible.

Cancellations

If you cannot come to your appointment, or have arranged to make your own way to hospital, contact us to cancel your hospital transport.

Please give at least 24 hours' notice if you need to cancel your hospital transport. Our transport provider charges us for late cancellations.

Contact details

Royal Brompton Hospital transport

tel: **020 7351 8012** or
020 7352 8121 extension 4040
(Monday to Friday, 8am-5pm)

Royal Brompton Hospital transport

tel: **01895 828 805**
(Monday to Friday, 9am-5pm)

If you have concerns about any aspect of the service you have received in hospital and feel unable to talk to those people responsible for your care, call PALS on 020 7349 7715 or email pals@rbht.nhs.uk. This is a confidential service.



A lifetime of specialist care

Royal Brompton Hospital
Sydney Street
London
SW3 6NP
tel: 020 7352 8121
textphone: (18001) 020 7352 8121

Harefield Hospital
Hill End Road
Harefield
Middlesex
UB9 6JH
tel: 01895 823 737
textphone: (18001) 01895 823 737

website: www.rbht.nhs.uk

إذا كنت ترغب في الحصول على ترجمة فورية لمضمون هذه الوثيقة إلى اللغة العربية، يرجى منك الاتصال بأحد مستخدمينا بجنحة المصلحة التي يتم فيها استشفائك. أحد موظفينا سيسعى لترتيب إجراءات الترجمة وإتمامها في الوقت المناسب لك.

Brosurteki bilginin Türkçe tercemesi için tedavi görüyor olduğunuz bölüme basurunuz. Bölüm personeli tercumenin gerçekleşmesini en kısa zamanda ayarlayacaktır.

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Information about hospital transport



This leaflet gives you general information about our transport service for patients. Please ask us if you have any questions.

Who can use hospital transport?

Patients with medical conditions that prevent them from using other transport, and who do not have relatives or friends who can help them, can use hospital transport.

This includes patients who are coming to the hospital

- as an inpatient
- for day case treatment
- to an outpatient clinic
- for tests.

And patients going home after an appointment or stay in hospital.

We can only arrange hospital transport for patients who are in medical need and cannot get to and from our hospitals any other way.

What do we mean by medical need?

You are in medical need if:

- your doctor says you cannot use public transport or your own transport

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- you have a medical condition that requires medical staff to be present during the journey.
- Your medical condition could deteriorate (get worse) with little or no warning

Requesting hospital transport

Hospital transport can only be authorised by a healthcare professional:

- Contact your GP, if you are asking for hospital transport for the first time or have not used the service in the past six months.
- If you have used the service in the past six months, ask your hospital consultant to authorise it for you when you attend your appointment.

We can only provide hospital transport for a relative or carer if you need their help during the journey. If you plan to request hospital transport for a relative or carer, your hospital doctor or GP will need to approve this.

If you are admitted to hospital, your relative or carer will need to organise his/her own transport home.

Please get in touch with the hospital transport department if you have any questions, (see contact details on the back of this leaflet).

Waiting at home

It is important that you are ready when your transport arrives to collect you

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from home, otherwise you and other patients sharing the transport may be late for appointments.

Don't forget to bring:

- your appointment/confirmation letter
- any medication you are taking
- your hearing aid and glasses if you use them
- the keys to your home.

If you experience traffic delays and think you may be late, you can ask the driver to let your hospital department know.

Outpatient clinics

If you are coming to an outpatient clinic, please let the clinic staff know when you arrive that you are using hospital transport. They will try to make sure you are seen as a priority. This is important if you are booked for more than one test on the same day.

Going home

When your appointment is finished, please go to the transport department and let the staff know that you are waiting to go home on hospital transport.

If you need help getting to the transport department, ask a receptionist in any of our departments to arrange this for you.

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