

# **Guy's and St Thomas' patient transport service**

**This leaflet explains what you can expect from patient transport services at Guy's and St Thomas'. If you have any further questions, please speak to the patient transport assessment team.**

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## **What is the patient transport service?**

Guy's and St Thomas' offer free transport for patients with a medical need and who have no other means of travelling to the hospital for their appointments.

## **How do I book patient transport?**

We will need to assess whether you qualify for this service. Assessments must be carried out at least 48 hours prior to your appointment.

Contact us on 020 7188 2888, Option 1 (7.45am to 7pm, Monday to Friday, excluding bank holidays). You will be asked to provide your hospital number and some medical information.

If you need assistance, a friend or relative can contact us on your behalf.

If you qualify for patient transport, we will book your transport for the day of your appointment.

## **When will I be collected?**

On the day before your appointment, we will contact you to:

- ensure you are attending your appointment
- confirm your address
- check we have the appropriate vehicle for you
- give you an estimated pick-up time.

Patient transport will aim to get you to the hospital 45 to 15 minutes before your appointment.

## What if I need to cancel my transport?

If you need to cancel your transport, call 020 7188 2888 Option 3 at any time.

## What happens when I get to hospital?

Please report to the reception desk so we know you have arrived. We will give you directions to your appointment or ask a porter to help you get there if you need assistance. If an escort is booked to travel with you, escorts are expected to assist and take you to your appointment.

## How do I get home after my appointment?

Once you are ready to return home, you will need to return to the patient transport waiting area. Please report to the reception desk so we can organise transport for you. You will be looked after by our staff whilst you await your driver.

## Transport lounge opening times

**Guy's Lounge** – Monday to Friday, 7am to 9pm, Saturday 7am to 7pm, closed Sunday.

**St Thomas' Lounge** – Monday to Friday, 7am to 8pm, Saturday 7am to 7pm, closed Sunday.

**Cancer Centre at Guy's** – Monday to Friday, 8am to 8pm, closed weekends.

For transport outside of these times, please call 020 7188 7188 and hold for the operator.

## **What happens if I have another appointment?**

Patients who need to attend hospital on a regular basis will be assessed for the length of their treatment or every three months. Patients attending the hospital on an occasional basis will be assessed each time transport is required.

## **What happens if I don't qualify for patient transport?**

If you are not satisfied with the assessment, contact 020 7188 7188, extension number 52565, to request a second review. If this response does not satisfy you either, you can ask your GP for a letter stating why you should qualify for patient transport. This letter should be on the surgery's headed paper and sent to the Patient Transport Service Assessment Team at St Thomas' Hospital. Once this has been received, you will be contacted and advised.



## **Contact us**

If you have any questions or concerns about patient transport, please contact us on 020 7188 2888.

Patient Transport Service  
College House, 2<sup>nd</sup> Floor, South Wing  
St Thomas' Hospital  
Westminster Bridge Road  
London  
SE1 7EH

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.guysandstthomas.nhs.uk/leaflets](http://www.guysandstthomas.nhs.uk/leaflets)

## **Pharmacy Medicines Helpline**

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

**t:** 020 7188 8748, Monday to Friday, 9am to 5pm

## **Your comments and concerns**

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

**t:** 020 7188 8801 (PALS)                      **e:** [pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk)

**t:** 020 7188 3514 (complaints)

**e:** [complaints2@gstt.nhs.uk](mailto:complaints2@gstt.nhs.uk)

## **Language and accessible support services**

If you need an interpreter or information about your care in a different language or format, please get in touch.

**t:** 020 7188 8815    **e:** [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

## **NHS 111**

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

**t:** 111

## **NHS website**

Online information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing.

**w:** [www.nhs.uk](http://www.nhs.uk)

## **Get involved and have your say: become a member of the Trust**

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, please get in touch.

**t:** 0800 731 0319    **e:** [members@gstt.nhs.uk](mailto:members@gstt.nhs.uk)

**w:** [www.guysandstthomas.nhs.uk/membership](http://www.guysandstthomas.nhs.uk/membership)

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