

Dialysis patient transport

This leaflet explains more about dialysis patient transport, including what you can expect from the transport service and your role in this. If you have any further questions, please speak to your dialysis nursing team or the patient transport team.

What is dialysis patient transport?

Guy's and St Thomas' Hospitals offer free transport for patients with a medical need and who have no other means of travelling to the dialysis centre for their regular dialysis treatment.

How do I book dialysis patient transport?

Call us, **t:** 020 7188 2888, option 1 (Monday to Friday, 8am-6pm, excluding bank holidays). You will be asked for 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 days of your dialysis appointments.

When will I be collected from home?

This will vary depending on where you live and how far away it is from the dialysis centre. We aim to get you to the dialysis centre **no earlier than 45 minutes before your appointment time**.

When will I be taken home?

We aim to collect you from the dialysis centre **within 30 minutes of you being booked as "ready"**. For example, if your dialysis session is completed by 12pm, the nurse in charge will book you as "ready" at 12.30pm to make sure that you have recovered and are ready to travel. We will aim to collect you by 1pm.

Can I be taken home by hospital transport if I travelled to the dialysis centre by public transport?

Yes. We know that some dialysis patients feel able to make their own way to the dialysis centre but may not feel well enough to travel home alone after their treatment. If you would like transport for the return journey only, we can arrange this.

Can a friend or relative travel with me?

So that we can save spaces for patients, this is only possible if you have special care needs. If you feel that you have additional care needs, please discuss this with the patient transport team.

Will I have the same driver for each journey?

Our aim is for you to have the same driver and travel via the same route for all of your dialysis transport journeys. Sometimes it may vary, for example, due to driver sickness or holidays.

What else can you expect from the service?

- The vehicle will be safe, clean, smoke-free and appropriate for your mobility needs.
- Drivers and other transport staff will be polite and helpful and will maintain your dignity.
- Drivers will make sure that you are properly secured into the vehicle with seat belts or wheelchair restraints as appropriate.
- Drivers will assist you in and out of the vehicle and escort you into the dialysis centre and/or your home.
- We will aim to tell you about any delays.
- We will aim to provide an efficient, prompt service.

What do we expect of you?

- To be ready at the allocated time for pick up from home.
- To let us know if you have made alternative travel arrangements.
- To be polite to the drivers, fellow passengers and other staff

What if I feel unwell while I am in the vehicle?

Please tell your driver immediately if you feel unwell for any reason so that prompt assistance can be offered. All of our drivers are trained in first aid.

How do I cancel my transport?

If you need to cancel your transport, call us, **t:** 020 7188 2888, option 3 at any time.

What happens if I have another hospital appointment?

If you need to attend a non-dialysis appointment at Guy's or St Thomas' Hospitals you will need to contact the transport department (see below) to book this journey.

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

If you aren't satisfied with the assessment, call us, **t:** 020 7188 7188, extension 52565, to request a second review. If this response doesn't 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.

Contact us

Patient Transport Service, College House, St Thomas' Hospital, Westminster Bridge Road, London SE1 7EH, **t:** 020 7188 2888, option 4.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit **w:** www.guysandstthomas.nhs.uk/leaflets

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