

A&E transport

Other formats

If you need this information in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

Dear Patient,

Although you may well have been brought into hospital by ambulance this does not mean that you will be taken home the same way or have an automatic entitlement to transport home.

We regret that Patient Transport is only made available for those with a medical need ie that you are **medically** unable to travel by any other form of transport.

The staff in A&E cannot book Patient Transport for non-medical reasons, for example if you have no money, but will help you by telephoning a friend or relative to collect you. Local Taxi companies are very supportive of the hospital and if you have no money, they will take you to somewhere where you have the normal means of paying for a journey (cash or cheques).

Please note that if staff give you the number of a local taxi firm this does not mean a recommendation or an undertaking to pay for you.

If you have to transfer to another hospital for ongoing treatment, arrangements will be made for you to be transferred in a suitable vehicle.

Thank you for your time in reading this leaflet.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or e-mail ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple. Alternatively, it may be possible for us to arrange an appointment in your area.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of the ward staff or the PALS team in the first instance.

'Patient Opinion' comments forms are on all wards or online at www.patientopinion.org.uk.

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