

Hospital transport for patients in Dorset

Non emergency patient transport for patients that have a medical need.

About the service and who can use it

What is patient transport?

If you are unable to get to the hospital for your appointment, you may be eligible for transport provided by the hospital. This is available following the guidelines from The Department of Health these are available from their web site - www.dh.gov.uk

Who decides if I can get transport to my appointment?

Transport is authorised by your GP who will decide whether you have a medical condition that qualifies you to receive support to get to your appointment. They will also decide whether you should travel in an ambulance, wheelchair-car or car.

How do I arrange transport for my first visit?

If you think that you have a medical need that means you need help getting to your next hospital appointment and you cannot travel by any other means, you will need to call your GP surgery. If your GP decides that you do qualify for support they will book transport for your next hospital appointment in Dorset.

Travelling with an escort or companion and otherspecial requirements?

Your GP will determine if you need someone to assist you whilst you are attending your hospital appointment. If you think that it is essential for your wellbeing that you travel with an escort or have any other special travel requirements please talk to your GP, who can then advise the hospital that you are attending of these details when the first transport booking is made.

When will my transport arrive?

You should be ready for your transport to arrive one hour before your appointment time. For journeys that take longer than 30 minutes please allow additional time.

What happens when I get to the hospital?

If you need assistance to get to the ward or department on arrival at the hospital please advise the driver. Wheelchairs are available when you get to the hospital.

What happens after my appointment?

After your appointment the ambulance staff will return automatically one hour after your appointment time. If you know that your appointment will take longer than one hour then please tell the department that is booking your transport so they can inform the ambulance service.

For return car journeys you will need to ask reception staff or use one of the hospital telephones to let the car service know that you are ready to go home.

Cancelling transport

If your hospital appointment is cancelled you must advise the hospital to cancel your transport.

What happens if my transport requirements change?

If your transport requirements change please advise your GP of the change on when you receive your next hospital appointment. A transport booking for your change of needs can then be issued by the GP to the hospital that you are attending.

Transport for follow up appointments

If you need transport for follow up hospital appointments you will need to contact the hospital that you are attending. The hospital staff will then follow the instructions about your transport provided to them by your GP.

Useful numbers

Dorset County Hospital:
01305 255140

Poole Hospital telephone the transport office for all queries including follow up appointments:
01202 442739

Royal Bournemouth and Christchurch Hospitals:
01202 303626

For follow up appointments ask for the department that you are attending.