

# Lincolnshire CCGs

## Non-Emergency Patient Transport

### Eligibility Criteria Policy

Reference No:	CIG058
Version:	1.0
Ratified by:	LWCCG Governing Body
Date ratified:	May 2018
Name of originator/author:	Lisa Sharpe, LWCCG Quality Lead
Name of responsible committee/individual:	LWCCG Risk and Governance Committee
Date approved by responsible committee/individual	May 2018
Date issued:	May 2018
Review date:	May 2021
Target audience:	All Lincolnshire CCG staff TASL staff
Distributed via:	GPTeamNet/Intranet Website

# LINCOLNSHIRE CCGs

## Version Control Sheet

### Non-Emergency Patient Transport Eligibility Criteria Policy

Version	Section/Para/ Appendix	Version/Description of Amendments	Date	Author/Amended By
1	Whole	New policy	21/11/2017	Lisa Sharpe
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## 1. Document Purpose

- 1.1. This document sets out the eligibility criteria for the Lincolnshire Clinical Commissioning Groups Non-Emergency Patient Transport Services (NEPTS), and will take effect on all NEPTS journeys to be provided. This policy will ensure that there is transparency and a standard approach to eligibility assessments is taken, ensuring that patients receive a consistent response to transport requests regardless of where they receive healthcare.

## 2. Introduction

- 2.1. Ambulance and other Non-Emergency Patient Transport Services: Operation, Use and Performance Standards' [HSG 1991(29)] was published in 1991. This set out guidance for the NHS on the operation, use and performance standards for emergency and urgent Ambulances, superseded by the Eligibility Criteria for Patient Transport Services (PTS) document issued in August 2007. The contents of this document comply with this guidance
- 2.2. Non-emergency patient transport services, known as PTS, are typified by the non-urgent, planned, transportation of patients with a medical need for transport to and from a premises providing NHS healthcare and between NHS healthcare providers. PTS services are only available for acute, mental health, and learning disability services (ie treatment or procedures that are traditionally provided in a hospital setting. An example would be, an outpatient appointment, or diagnostic test such as an x-ray). This will also encompass nursing home transfer, community hospitals transfers and movement of a patient from an urgent care facility to an acute facility. Also included within this policy would be discharges from hospital wards and A&E to a place of residence. Community and Primary care services (eg GP appointments or district nurse clinic appointments) are usually excluded from PTS services.
- 2.3. To standardise patient access to services, Clinical Commissioning Groups (CCG's) across Lincolnshire have collectively reviewed the clinical eligibility criteria for patient transport, agreeing a standard criteria to ensure consistency across the local health economy. The eligibility criteria applied are detailed below.

## 3. What is 'Medical Need'?

- 3.1. A "Medical Need" in the context of this document is defined as the definite or likely requirement for the skills or support of clinically trained NEPTS staff and/or their equipment on/after the patient's journey.
- 3.2. There are three main categories of medical need. These are patient's mobility, supervision and treatment.
  - 3.2.1 Mobility
    - i) where a patient is unable to travel by other means i.e. public transport, private car, taxi etc. due to medical condition;
    - ii) where a patient will need substantial assistance/support to move from their bed/chair at pick-up point to vehicle and from vehicle to destination; unable to weight-bear, transfer or self-mobilise.
  - 3.2.2 Supervision

- i) where a patient needs supervision or protection to prevent harm to themselves and/or existing wound or condition;
- ii) where passengers or vehicle crew will need to be protected due to the patient's condition.

### 3.2.3 Treatment

- i) where a patient needs to be monitored and/or treated on or after the journey;
- ii) where a patient may require care during the course of your journey in order to assist with the medical needs.

## 4. Eligibility Criteria

- 4.1 The NHS has limited resources and providing Non-Emergency Patient Transport (NEPT) must be reserved only for those whose medical condition warrants it. The expectation is that patients will make their own transport arrangements. NEPTS must only be targeted at those patients who have a clinically stated medical need that prevents them using private or public transport.
- 4.2 Patients attending NHS treatment do not have an automatic right to NEPTS; if they do not fully meet the agreed eligibility criteria, then transport will not be awarded. In general, patients are expected to make their own arrangements for travelling to and from healthcare premises, this ensures that;
- i) Limited resources are available for those who really need them.
  - ii) If a patient has a medical or mobility condition where they need NEPTS staff to support them to and from a hospital or clinic for treatment, they may be eligible for patient transport.
  - iii) NEPTS caters for those patients where the medical condition will require the skills of NEPTS staff and/or it would be detrimental to their diagnosed condition or recovery if they were to travel by any other means.
  - iv) Patients in receipt of Disability Living Allowance Mobility Component or equivalent are not eligible for NEPTS, as their mobility allowance already makes provision for their transport needs to and from hospitals, unless there is a medical need – i.e. if they have leg in plaster and cannot get to hospital by any other route.
- 4.3 Patients must be assessed every time they request NEPTS as their condition may have changed. However, individual patient eligibility for those with long-term conditions will be subject to an eligibility review every 3 months; for example, patients attending for haemodialysis.
- 4.4 Judgement will be made, in line with the eligibility criteria, to assess whether transport is required for both parts of the journey.

See Appendix 1 for further guidance.

## 5. Qualifying Criteria

- 5.1 Non-Emergency Patient Transport Services (NEPTS) will be provided for patients who have a medical need which stops them from using private or public transport. An individual is eligible for transport if they;

- i) Require to be moved on a stretcher. Defined as, 'the patient needs to be lying down on a stretcher within the ambulance' or have a physical reason for using the stretcher facility e.g. leg in a cast
- ii) Where the medical condition of the patient is such that they require the skills or support of NEPTS service staff on/after the Journey and/or where it would be detrimental to the patients' condition or recovery if they were to travel by other means;
- iii) Where the patients' medical condition impacts on their mobility to such an extent that they would be unable to access healthcare and/or it would be detrimental to the patients' condition or recovery to travel by other means; or
- iv) Where the patient's mental incapacity, learning disability or mental health condition, makes using private or public transport unsuitable;
- v) Recognised as a parent or guardian where children are being conveyed

5.2 An individual may also be considered for hospital transport if they have no alternative means of transport available and;

- i) Are in a wheelchair and cannot transfer in and out of a vehicle without assistance;
- ii) The patient attending for treatment is likely to have diagnosed severe physical side effects following treatment that would impede driving e.g. for renal dialysis or oncology treatment, judgement must be made whether transport is required for both parts of the journey; or
- iii) Have a diagnosed disability (physical and or psychological) which makes them medically unfit to travel by any other means, and who have no alternative method of travelling to or from the hospital

See Appendix 2 for the question set and flow chart.

## 6. Patient Escort

6.1 Patients may be entitled to be escorted by only one representative if the below criteria is met. A representative may include; a family member, a parent or guardian accompanying a child, or a carer/support worker if the patient;

- i) Is aged under 16 years - in this instance there must be an escort to accompany the child;
- ii) Has a mental health need or learning difficulty and needs constant supervision on the journey;
- iii) Requires specialist medical staff to provide clinical care on the Journey; or
- iv) Is dependent on the help of a relative or carer (e.g. blind, mentally impaired, or elderly with dementia/acute confusion)
- v) The patient requires an escort to communicate with the healthcare professional even if the escort themselves have poor mobility or in a wheelchair.

For clarity, if an individual needs a medical escort (e.g. Nurse or Doctor) this escort is in addition to the escorts identified above.

See table at Appendix 3

## 7. Financial and Social Requests

- 7.1 It should also be made clear that NEPTS services will not be provided for social or financial reasons.
- 7.2 For those patients who do not have a medical need for ambulance transport, but may require help in meeting the cost of travel to and from their care may be entitled to financial assistance under the Hospital Travel Costs Scheme (HTCS).
- i) Income Support
  - ii) Income Based Jobseekers Allowance
  - iii) Income Related Employment and Support Allowance
  - iv) Guarantee Pension Credit
  - v) Child Tax Credit
  - vi) Working Tax Credit

Patients will only be able to claim back the full travel costs by using the cheapest form of public transport available. If travelling by private car, patients may be able to claim for the fuel used and unavoidable car parking costs, up to the cost of the same journey by public transport.

Further information can be found at:-

<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx>

## 8. Appeals

- 8.1 It would be expected that there will be no exceptions to the eligibility criteria; if the patient fails to meet the criteria the request for NEPTS must be declined and the patient sign posted to known services, including;
- i) Local authority provided transportation
  - ii) Public transport, including bus routes
  - iii) Voluntary sector transport provision
  - iv) Private hire/taxi services

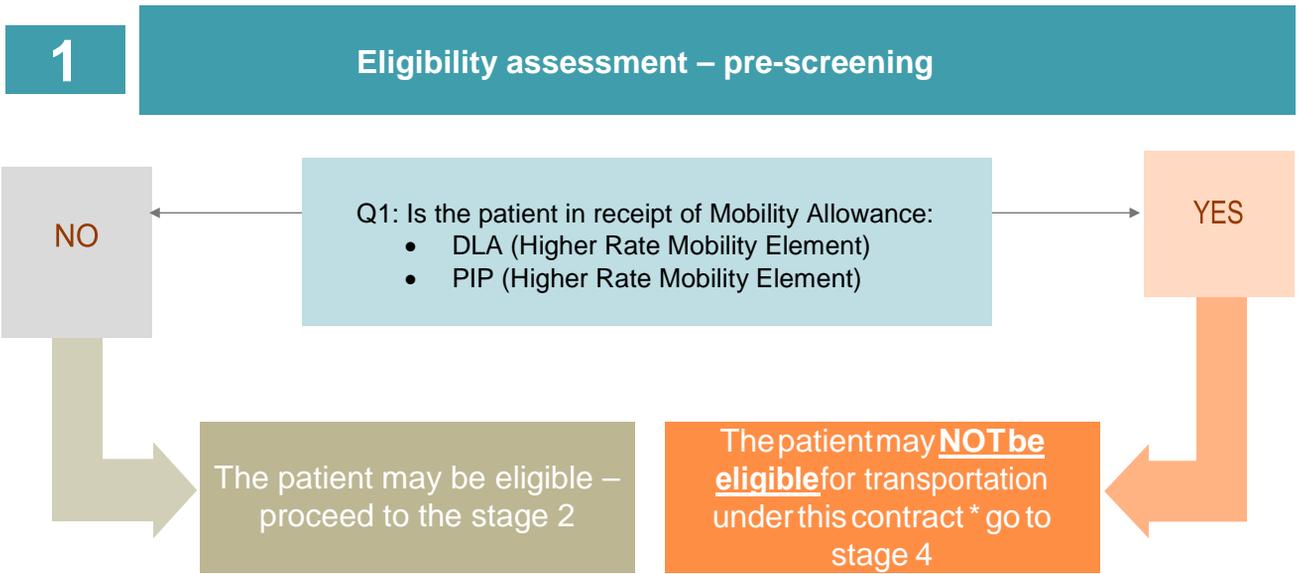
Any appeal against the refusal to award NEPTS should initially be dealt with informally by the PTS provider and if a satisfactory agreement cannot be reached it should be escalated to the CCG PTS Lead via the Commissioning Support Unit (CSU). Full details of above at request.

## Appendix 1

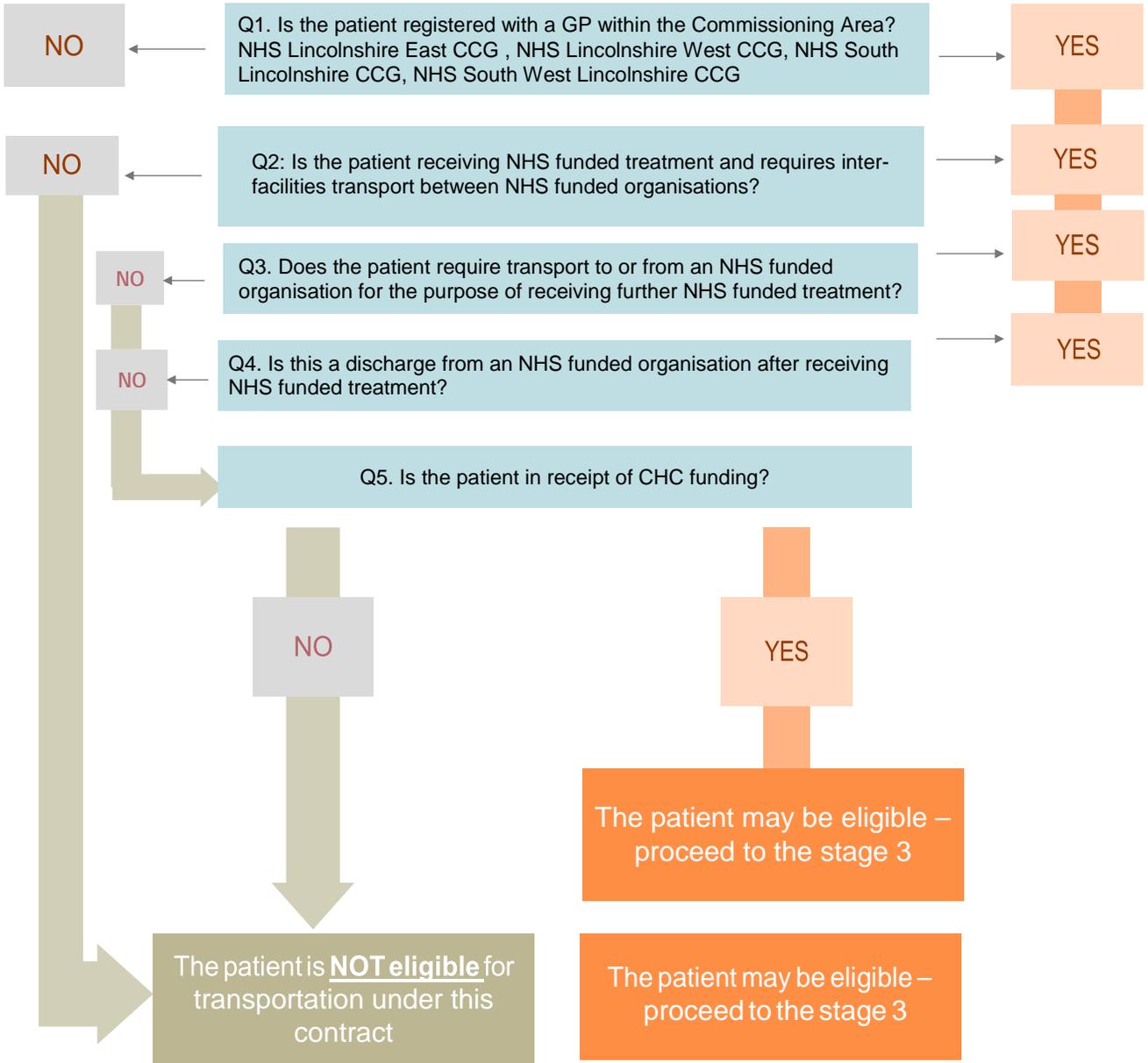
### **Guidance for assessing Non-Emergency Patient Transport Service (NEPTS) Eligibility**

Eligible	Non Eligible
<p>A patient is eligible for NEPTS where one or more of the following applies:</p> <ul style="list-style-type: none"> <li>▪ The patient has a medical condition which impairs mobility.</li> <li>▪ Travelling by any other means would have a serious detrimental effect on the patient's condition or recovery.</li> <li>▪ The patient has restricted mobility and is unable to self –mobilise (i.e. unable to stand or walk more than a few steps), including from a pre-existing condition, where it would be detrimental to their condition or recovery to travel by any other means.</li> <li>▪ The patient requires support from a qualified NEPTS crew during the journey and is required to lie down for at least of the journey or they are a stretcher patient.</li> <li>▪ The patient is being transferred to another NHS facility and requires medical assistance during the journey.</li> <li>▪ The patient has a mental health problem, illness or a learning disability/ condition or mental capacity issues, which makes it difficult or impossible to travel by other means.</li> <li>▪ The patient requires continuous oxygen or other medical gases or intravenous support.</li> <li>▪ The patient has a clearly recognisable disability and is unable to travel by private or public transport to and from their appointments</li> </ul>	<p>A patient is not eligible for NEPTS where one or more of the following applies:</p> <ul style="list-style-type: none"> <li>▪ The patient does not have a medical or mental health condition which impairs mobility.</li> <li>▪ The patient is able to travel by their own means. They do not require support from a qualified NEPTS crew and it would not have a serious or detrimental effect on their condition or recovery to do so.</li> <li>▪ The patient has a member of family, friend or carer who could help with travel to and from the appointment.</li> <li>▪ The patient is registered as disabled but has their own means of transport which is suitable for travel to and from the appointment.</li> <li>▪ The patient is able to but is not willing to pay for transport and is not medically eligible.</li> <li>▪ The patient is unable to afford to pay for transport and is not medically eligible for NEPTS. In this instance, patient may be eligible for support through the Hospital Travel Cost Scheme (HTCS) – HC11 NHS; eligible patients will need to complete an HC5- Claims form for Travel costs) or contact NHS Business Services Authority on 0300 123 0849 for help and assistance.</li> </ul>
<b>Eligible for Escort</b>	
<p>A patient would qualify for an escorted NEPTS journey where one or more of the following applies;</p> <ul style="list-style-type: none"> <li>▪ Is the patient under 16 years of age</li> <li>▪ Has the patient communication difficulties that prevent him/her travelling alone and is a suitably qualified carer required to escort the patient</li> <li>▪ Has the patient mental health needs including learning disabilities that prevent him/her travelling alone</li> <li>▪ The patient's medical condition including any learning disabilities is such that he/she requires constant supervision for safety</li> <li>▪ The patient requires a carer to assist him/her at their destination</li> <li>▪ Patient is considered to be a Vulnerable Adult/Child (over 16) (Safeguarding Issue)</li> </ul>	

Question Set



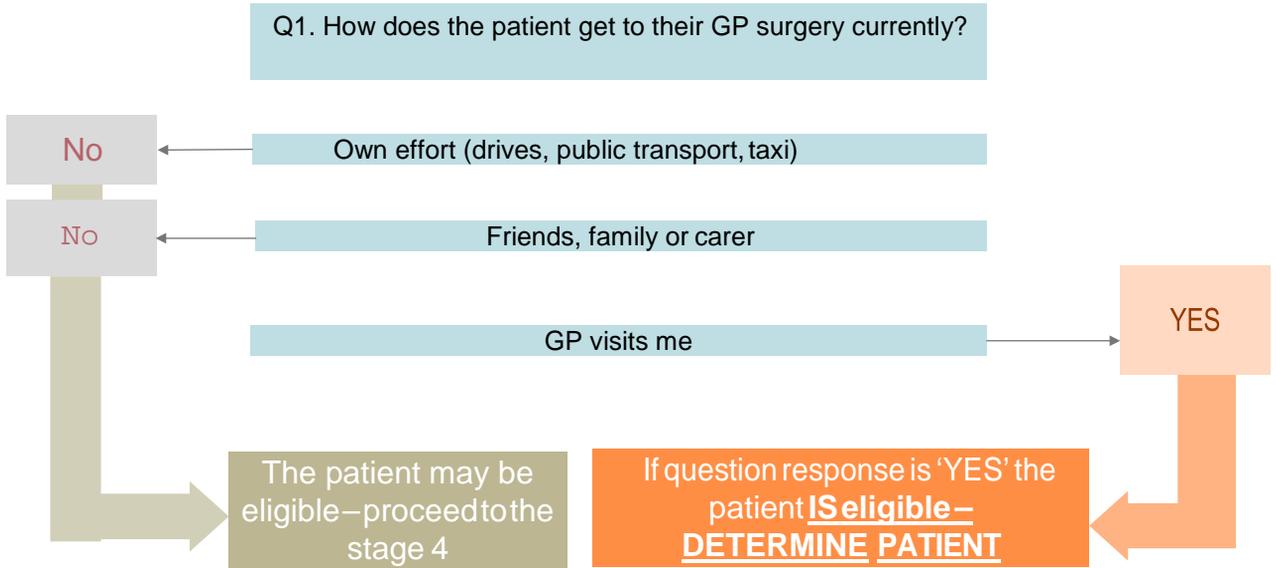
# 2



\*the 'usually resident' test must only be used to establish the responsible commissioner when this cannot be established based on the patient's GP practice registration.  
The patient must advise where they consider their home address to be.

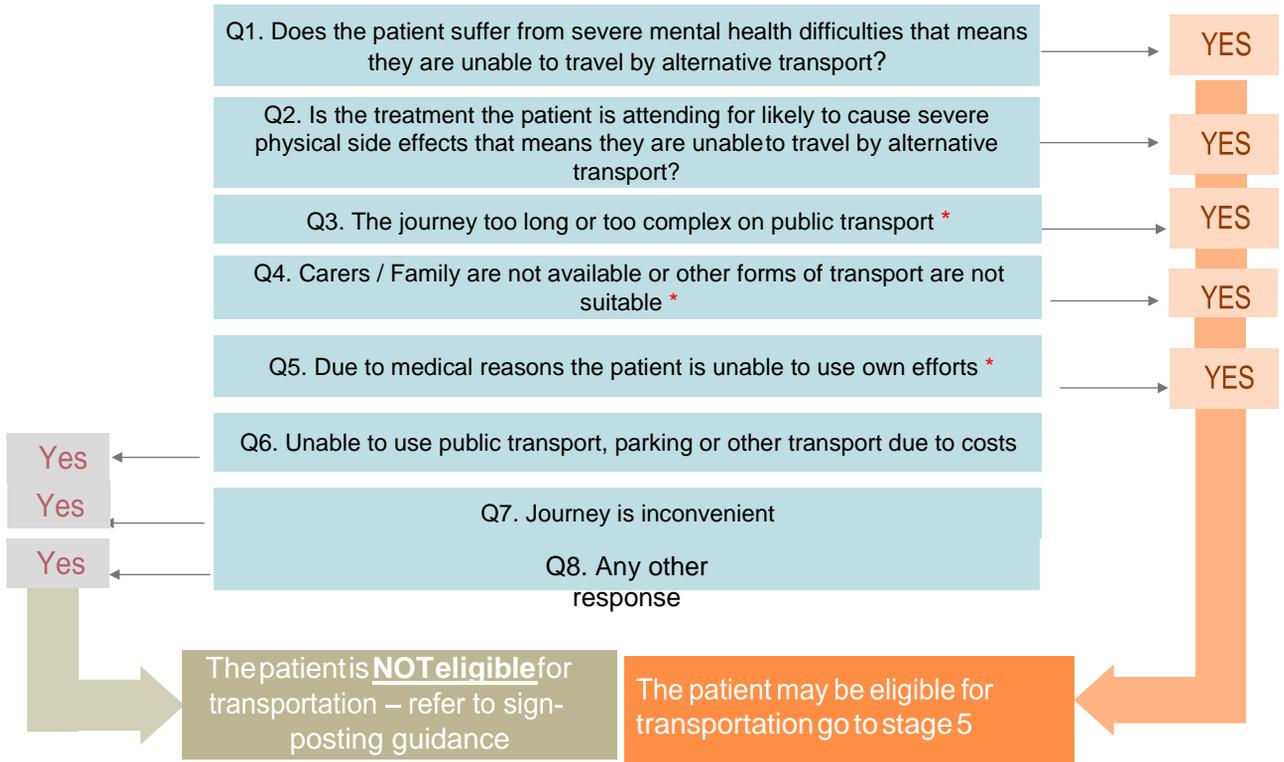
### 3

## Eligibility Assessment - Current Mobility Information



# 4

## Eligibility assessment - Exceptional Circumstance Assessment

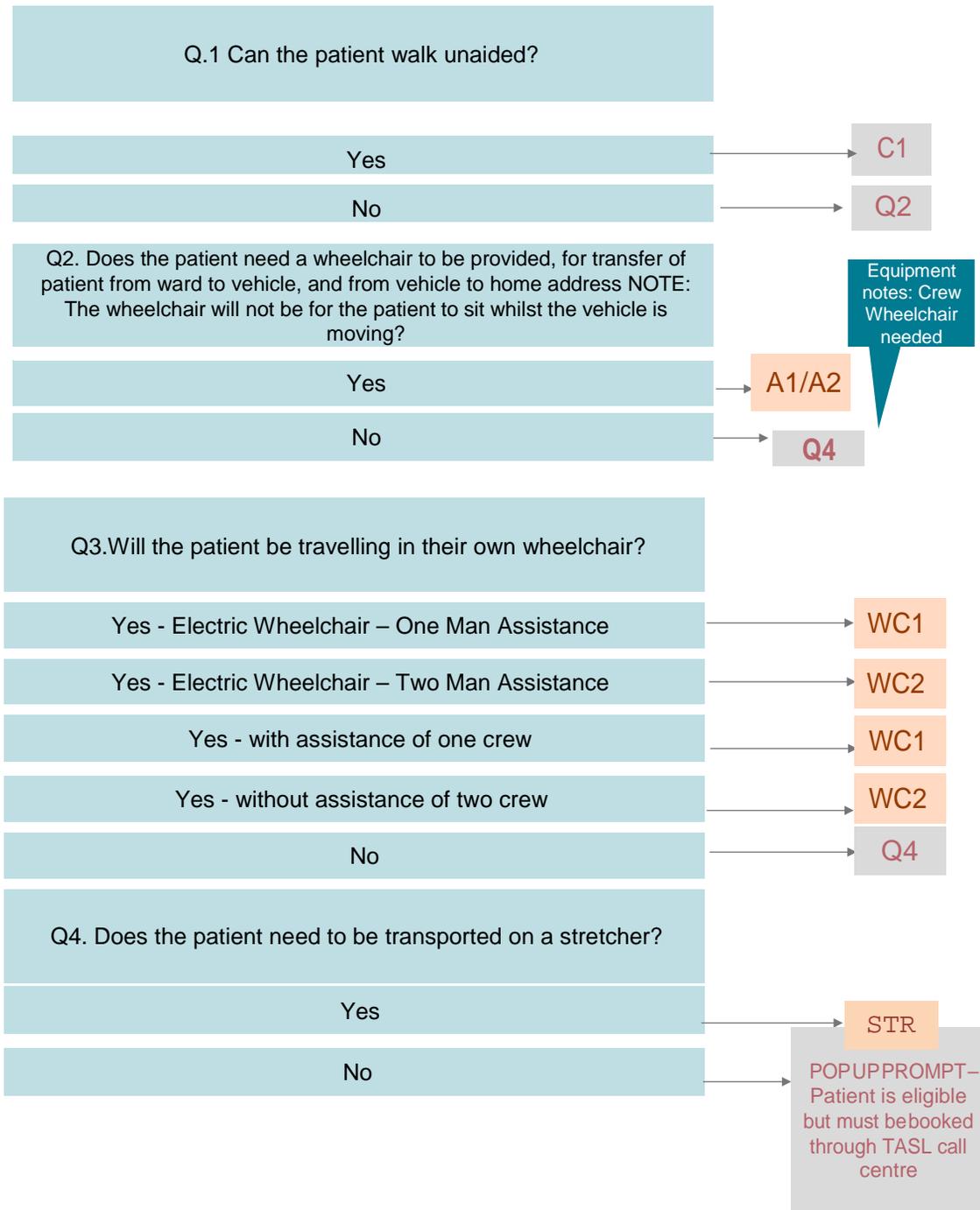


\* Refer to sign-posting guidance

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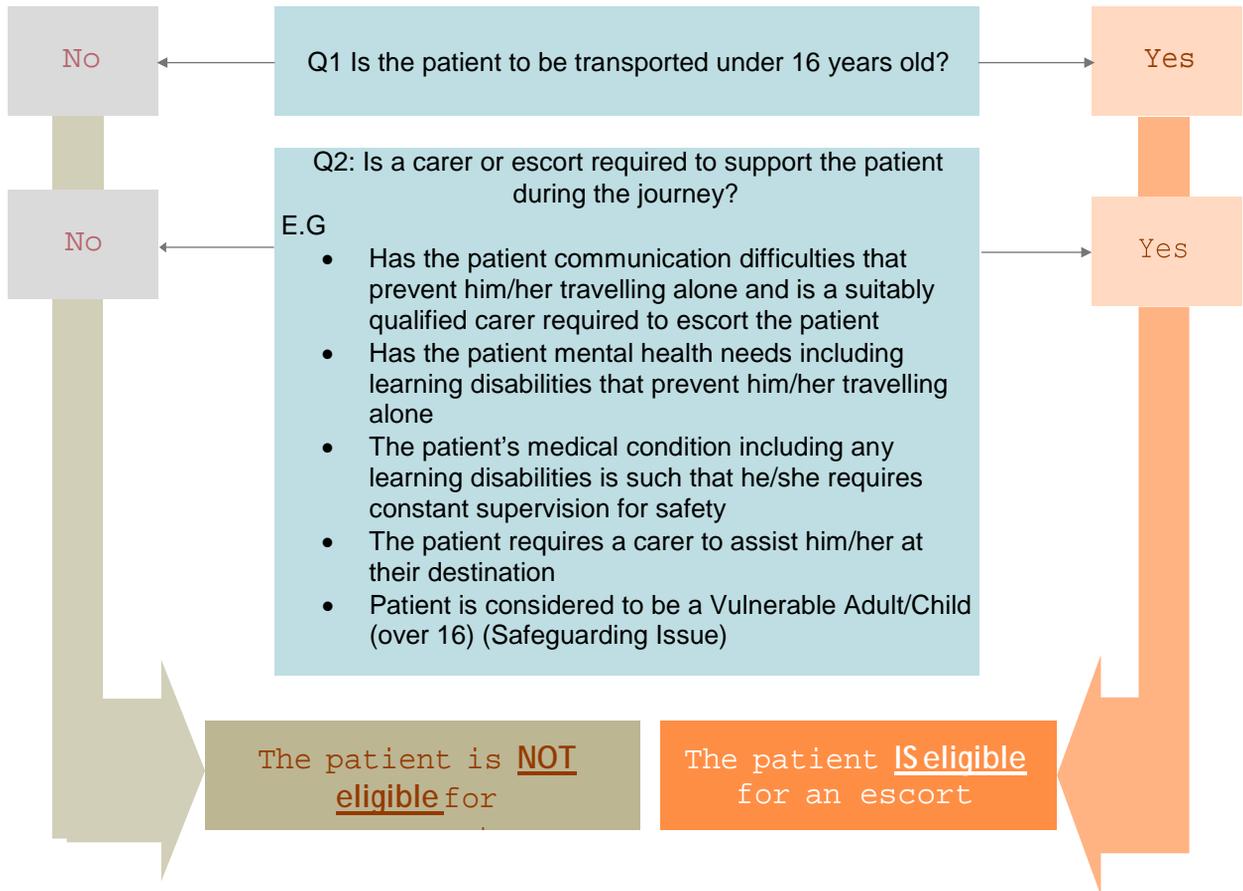
## Eligibility assessment - Exceptional Circumstance Assessment





# 6

## Escort eligibility



## GUIDANCE NOTES

### **Section 4 - Questions 3, 4 & 5**

#### **Complexity of journey on public transport**

A journey is considered complex if it is made up of three or more individual journeys on public transport. For example:

Three or more bus journeys of different numbers that involve changing buses twice or more. Three or more train journeys that involves changing trains twice or more. Any combination of bus or train journeys that results in three or more individual journeys which involves changing mode of transport twice or more.

#### **Length of time a journey will take on public transport**

A journey is considered too long if:

It takes more than two hours to from door to destination. Frequency of public transport is such that the individual may arrive at the destination more than two hours before their appointment time or have to wait more than two hours after their appointment before appropriate public transport is available.

#### **Due to medical reasons the patient is unable to use own efforts**

Medical reasons may include:

- Able to drive locally to own GP but unable to drive to receive treatment at NHS funded organisations.
- A medical condition that would be exacerbated if transport is not provided.

## Mobility Allowance

### **Section 1 – Question 1**

It is expected that anyone in receipt of Mobility Allowance will use this benefit to cover costs for transport to and from premises providing NHS funded healthcare.

If the patient requires frequent journeys for regular treatment e.g. renal dialysis, chemotherapy or radiotherapy, and their Mobility Allowance does not cover the increased travel costs; additional help can be requested via the Healthcare Travel Costs Scheme.

Further information can be found on NHS Choices website: Healthcare Travel Costs Scheme.

**Escorts Eligibility Criteria**

Patient Escort Eligibility Criteria	Meets the Criteria Yes/No
Is the patient under 16 years of age	
Has the patient communication difficulties that prevent him/her travelling alone and is a suitably qualified carer required to escort the patient	
Has the patient mental health needs including learning disabilities that prevent him/her travelling alone	
The patient's medical condition including any learning disabilities is such that he/she requires constant supervision for safety	
The patient requires a carer to assist him/her at their destination	
Patient is considered to be a Vulnerable Adult/Child (over 16) (Safeguarding Issue)	
<b>Relative Escort</b>	
Only <b>ONE</b> relative escort will be permitted for children under 16 years and for adults who require constant attention and/or need an advocate during their hospital visit.	

## Appendix 4

# Non-Emergency Patient Transport Service (NEPTS) OUT OF AREA REQUEST FORM

Please return the completed form to AGEM CSU Commissioning and Contracts using the email address below:

[shaun.deasy@nhs.net](mailto:shaun.deasy@nhs.net)

<b>SECTION 1: Patient's GP Name and Address</b>					
GP name and address, including postcode: Please note NEPTS is only available if the patient is a Bexley patient, i.e. registered with a Bexley GP					
<b>SECTION 2: Reason for NEPTS Request</b>					
Has NEPTS Guidance for Assessing Eligibility been applied? See above policy. YES <input type="checkbox"/> NO <input type="checkbox"/>					
Reason for NEPTS: Please give brief details of the clinical need for patient transport					
Destination Address including postcode:					
Select Booking Type: (tick if applicable) Single Booking <input type="checkbox"/>   Return Booking (specify the return journey) Drop off & Collect <input type="checkbox"/> Wait & Collect <input type="checkbox"/>   Multiple Journey <input type="checkbox"/> (specify the frequency) _____					
Journey Type (tick all that apply) Outpatient <input type="checkbox"/> Admission <input type="checkbox"/> Discharge <input type="checkbox"/> Transfer <input type="checkbox"/> Home Visit <input type="checkbox"/> House to House <input type="checkbox"/>					
Is the patient to be accompanied (e.g. friend, paramedic, or assistant, or none)? Yes <input type="checkbox"/> No <input type="checkbox"/>					
Additional Information:					
<b>SECTION 3: Mobility and Health Information</b> (tick all that apply)					
Car Suitable Walker	<input type="checkbox"/>	Ambulance Walker	<input type="checkbox"/>	Requires Exclusive Use	<input type="checkbox"/>
Wheelchair - 1 crew	<input type="checkbox"/>	Wheelchair - 2 crew	<input type="checkbox"/>	Transfer to car with folding wheelchair	<input type="checkbox"/>
Own Zimmer Frame	<input type="checkbox"/>	Has Own Chair	<input type="checkbox"/>	Requires Chair	<input type="checkbox"/>
Full Length Plaster	<input type="checkbox"/>	Stretcher	<input type="checkbox"/>	Mental Health needs	<input type="checkbox"/>
Palliative care	<input type="checkbox"/>	Red edged letter of notification in notes	<input type="checkbox"/>	Bariatric patient, noting their weight- with mobility/breathing problems	<input type="checkbox"/>
Requires oxygen, and if so how many litres per minute	<input type="checkbox"/>	Do not attempt resuscitation (DNAR) patient status	<input type="checkbox"/>	Other medical needs	<input type="checkbox"/>
Access arrangements for the building they are travelling to e.g. will they need to be carried into or out of the building/is there a lift/how many stairs	<input type="checkbox"/>	Any other medical equipment during travel? i.e. an incubator	<input type="checkbox"/>	Please specify:	
<b>SECTION 4: Patient Transport Service (PTS) Details</b> (for internal use only)					
Option 1 (tick the preferred PTS provider) <input type="checkbox"/>	Option 2 (tick the preferred PTS provider) <input type="checkbox"/>	Option 3 (tick the preferred PTS provider) <input type="checkbox"/>			
Name of PTS provider:	Name of PTS provider:	Name of PTS provider:			
Contact Name:	Contact Name:	Contact Name:			
Email:	Email:	Email:			
Tel No:	Tel No:	Tel No:			
Agreed cost of the transport:	Agreed cost of the transport:	Agreed cost of the transport:			
<b>SECTION 5: Commissioner Details</b> (for internal use only)					
Completed by:	Authorised by:				
Email:	Authorisers Email:				
Tel No:	Authorisers Tel No:				
Date:	Date:				
Signature :	Authorisers Signature:				