

BURY LINK PRESS RELEASE



Bury LINK has welcomed the announcement from NHS Bury that changes are to be made to the availability of non-emergency ambulances (also known as Patient Transport Services). Patient Transport Services (PTS) is intended to provide transport for patients to hospital appointments, who due to their medical condition may need specialized help during the journey. Although rules exist to identify which types of patient should be able to use Patient Transport, they have not always been applied in the same way across the North West. From November, standardized eligibility criteria will be piloted in seven Primary Care Trust areas which includes Bury,

Paul Mainwaring, Chairman of Bury Link says

“We fully support the introduction of a standardized eligibility criteria for Patient Transport Services, which we believe is long overdue.

We have been advised by many of our members, that they believe the current system to be flawed. Currently, they feel that too many people, who use PTS, can and should, use other forms of transport, leaving PTS for those who most need it.

Members of Bury LINK who are carer’s have told us that often they have been unable to travel with the person they care for, due to shortage of space in the ambulance. Sometimes, we have heard from patients about occasions when, demand for the PTS service has been so high, that they have been picked up at 7 30 am by PTS and returned after 2pm simply for a 10 minute appointment.

We hope that the use of this criteria will enable access to Patient Transport Services for the people that need it, and that the service provided can ensure patients are not left for more than an hour awaiting a return trip home.”

We hope the use of this criteria will mean that the people, who really need PTS, get to use the service and that in the future, patients are not left for more than an hour waiting to be returned to their home”

If you think that you need the help of Patient Transport Services to get to a hospital appointment contact the Referral Booking Management Service on 0161 762 3155. For further information you can contact the Patient Advice and Liaison Officer for North West Ambulance Service, who operate the Patient Transport Service in Bury- contact Deborah Grimshaw, Tel 0161 796 7222; email: deborah.grimshaw@nwas.nhs.uk.

Bury LINK would like to hear about your experience of Patient Transport Service, please contact us by e-mail admin@burylink.org or telephone 0161 253 6300.