

# Transport

Some people are eligible for non-emergency patient transport services. These services provide free transport to and from hospital for people who have a medical need for it.

## Are you eligible for patient transport?

Prior to booking you will be asked a series of questions to assess your eligibility for patient transport.

## Booking patient transport

To book transport please contact the **Lancashire Commissioning Support Unit** on **01772 325100**, press option 2.

Please have ready:

- The date, time and place of your appointment
- A pen and paper to make a note of your journey reference number



# More information

As well as speaking to your GP Practice you can get further information from the following sources:

**NHS Choices** - a wide range of health information with the facility to compare the places where you can have your treatment  
[www.nhs.uk](http://www.nhs.uk)

**Choose and Book** - general information on Choose and Book, which is the computerised system that lets you book appointments  
[www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk)

**NHS Blackpool CCG** - information on your local Clinical Commissioning Group, including the latest news  
[www.blackpoolccg.nhs.uk](http://www.blackpoolccg.nhs.uk)  
☎ 01253 951200

**NHS Constitution** - information about patients' rights to choice in the NHS  
[www.england.nhs.uk/2013/03/26/nhs-constitution](http://www.england.nhs.uk/2013/03/26/nhs-constitution)

**2014/15 Choice Framework**— information about patients' rights to choice in the NHS

**It's your choice**

**NHS**

**Blackpool**

**Clinical Commissioning Group**

**It's your choice**



**Choosing your own hospital..**

**Is that too much to ask?**

**We don't think so!**

# What is choice?

If your GP refers you to see a specialist for more treatment, you can choose where you will be treated. You can choose any provider in England provided they offer the treatment you require and meet NHS standards.

## Is free choice offered for all medical conditions?

Free choice is available for most conditions, but not all providers treat every medical condition and some patients need a more specialist service. Your GP Practice will be able to advise you.



# Why has choice been introduced?

Research has shown that people want to be more involved in making decisions and choosing their own healthcare.

It may be that you want to go somewhere away from home but closer to your family?

Or perhaps you want somewhere with good parking facilities or short waiting times?

With free choice, it is entirely up to you to decide.

## How do I decide where to go?

There are a number of places where you can access information about where to have your treatment. You can:

- Ask your GP or member of staff in your surgery, who will provide you with information about the options available
- Compare information about hospitals on the NHS Choices website at [www.nhs.uk](http://www.nhs.uk), details overleaf



# How can I find out more?

The NHS Constitution sets out your rights and what you can expect from the NHS eg:

- Right to choose your GP Practice
- Right to choose which hospital provides your treatment
- Right to information to support your choice
- Right to drugs and treatments that have been recommended by NICE
- Right to accept or refuse treatment offered
- Right to be treated within 18 weeks
- Right to request to change hospital if you have to wait longer than 18 weeks or 2 weeks to see a specialist for cancer

