



NON LOTHIAN HOSPITAL TRANSPORT POLICY

TO BE ISSUED TO NON LOTHIAN HOSPITALS

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INTRODUCTION

All NHS Lothian patients travelling to a hospital outwith the Lothian area are entitled to either reimbursement of their travelling expenses, ambulance transport if the patient meets the assessment criterion or to have transport provided to The Golden Jubilee National Hospital, Rosshall Hospital and Nuffield Hospital from the Royal Infirmary of Edinburgh or St John's Hospital, Livingston.

Guidance is provided on the following pages for the provision of transport.

AIM OF THE POLICY

The aim of this policy is to provide a robust framework for the safe transportation of patients and to provide guiding principles to the provider, patients and staff.

POLICY OBJECTIVES

- Set the standards and procedures to be followed in relation to provision of transport for NHS Lothian patients
- Affirm the importance of the non Lothian hospital multi-disciplinary team working in conjunction with NHS Lothian staff to meet national standards
- Provide a consistent, co-ordinated approach while maintaining the needs of the individual patient

SCOPE

This document applies to all NHS Lothian and non NHS Lothian hospital staff who may be involved in patient care.

This policy does not include within its scope:

- Patients travelling to non Lothian hospitals within Lothian

GENERAL PRINCIPLES

This policy will provide:

- Communication and information sharing to ensure a smooth, effective journey to and from the non Lothian hospital
- Transport requirements should be discussed with the patient at the first contact
- It is essential that 48 hours notice (Monday to Friday) is given for Scottish Ambulance Service and NHS Lothian transport
- At present there is no assessment criterion for escort/carers to accompany the patient but this may be reviewed in the future
- Clarity on the earliest admission and latest discharge times for patients travelling on NHS Lothian transport

INITIAL CONTACT

On initial contact with the patient to determine consideration of having treatment at a non Lothian hospital, the person making contact should discuss how the patient will travel. The patient will be informed that a Patient Travel Guidance booklet (Appendix 1) will be sent by post to the address held on NHS Lothian Patient Administration System by the non Lothian hospital.

Mode of travel may include:

- Own transport, private car
- Public transport, bus or rail
- Supply of Rail Warrant prior to travel
- NHS Lothian transport bus
- Transport by Scottish Ambulance Service

OWN TRANSPORT

Information on reimbursement of travel costs are contained within the Patient Travel Guidance booklet.

For travel by car, a standard rate of expenses for each mile travelled will be paid. The rate is set at a level no lower than the advisory fuel rates specified by Her Majesty's Revenue and Customs (HMRC) for company cars, for the distance of the journey from the patient's home address directly to the hospital and return.

PUBLIC TRANSPORT

Information on reimbursement of travel costs are contained within the Patient Travel Guidance booklet.

The public transport cost for the patient and one escort or carer with prior agreement will be paid.

Tickets for each journey must be attached to the Expenses Form. It is expected that these journeys will have been made in as economical a way as possible, e.g. apex fares, cheap day returns etc. Where this has not been demonstrated, NHS Lothian retains the right to withhold part of the reimbursement claimed.

RAIL WARRANT

If a Rail Warrant is the preferred option, the patient should call the Transport Hub on 0131 446 4545 to arrange this. The Transport Hub will complete a Rail Warrant Request Form (Appendix 2) and send electronically to the Cashier Office at Astley Ainslie Hospital.

Arrangement will then be made for the Rail Warrant to be sent to the patient address held on NHS Lothian Patient Administration System. In order to ensure the accuracy of the Rail Warrant, the outward and inward rail stations should be

stipulated. At least 5 working days notice is required for this service. The Rail Warrant may include the name of one escort or carer.

NHS Lothian Transport

An NHS Lothian bus is provided on a daily basis from the Royal Infirmary of Edinburgh and St John's Hospital in Livingston for patients who are reasonably mobile and can climb 2 stairs onto the bus. Patients suitable to travel by this means will be required to be independent or need minimal assistance. This is a free bus service. The bus operates 7 days a week. The bus is staffed with a driver provided by NHS Lothian's Transport Department.

The bus will leave on any given day for arrival at the non Lothian hospital by 10.30am or the time of the earliest patient appointment if later than 10.30am. The bus will leave Glasgow no later than 5.00pm.

As with NHS Lothian patients, advice within the Discharge Toolkit is that the expectation is that the patient will need to arrange transport home from the Royal Infirmary of Edinburgh or St. John's Hospital.

It is acceptable that one escort or carer may accompany the patient on each visit to the non Lothian hospital.

The escort or carer must be an adult over 16 years of age to travel on the NHS Lothian bus.

Guide and hearing dogs will be allowed to travel on the NHS Lothian bus accompanying a visually impaired or deaf patient.

The NHS Lothian bus is unable to carry mobility scooters or wheelchairs. There is no medical equipment or oxygen on the bus.

If travel by the NHS Lothian bus is the preferred option, the patient should call the Transport Hub on 0131 446 4545 to arrange this.

48 working hours notice (Monday to Friday) is required.

A flow chart detailing the process is attached (Appendix 3).

Scottish Ambulance Service

The Scottish Ambulance Service (SAS) provides services to NHS Lothian and patients through their A & E Ambulance Service and the Patient Transport Service (PTS).

For patients who feel that their mobility may meet the SAS patient needs assessment criteria, they should be given the telephone number to make direct contact with the SAS on 0300 123 1236.

Ambulance transport is available for patients who:

- Require assistance from skilled ambulance staff
- Have a medical condition that would prevent them from travelling to hospital by any other means
- Have a medical condition that might put them at risk from harm if they were to travel independently
- Have mobility difficulties that require the assistance of ambulance care staff
- Are attending hospital for treatment that might have side effects and require ambulance care on the return journey

There are certain circumstances when an escort or carer may accompany the patient:

- If the patient is under 16 years of age
- If the patient has learning difficulties
- If the patient requires more specialist personal support due to the medical condition or mental health condition

Should the patient fail to meet the criteria with the SAS, the offer of an alternative mode of transport should still be made available to them.

HOME PICK UP CRITERIA

Patients should make every effort to arrange their own transport to one of the main pick up points. Only once this has been exhausted will a home pick up be authorised. Reasons why a home pick up may be authorised include:

- If the patient is not medically fit to travel from home by public transport to a main pick up point. A telephone medical needs assessment will be carried out by NHS Lothian prior to authorisation for home pick up
- If there is inadequate public transport available to get to the main pick up point by the designated time

OFFER OF APPOINTMENT/PRE-ASSESSMENT CLINIC/ADMISSION

When a patient is offered an appointment/admission at a non Lothian hospital, transport arrangements should be discussed and documented at the initial contact with the patient. The mode of transport required should be discussed in detail with the patient through a formal Patient Needs Assessment (Appendix 4).

The non Lothian hospital will send the patient a Patient Travel Guidance booklet which details all modes of transport available in order that the patient can make an informed decision on their individual needs and preferred mode of travel.

It is the responsibility of the non Lothian hospital for ensuring that the patient will tolerate a prolonged journey.

If the patient is being admitted for a procedure, the non Lothian hospital should discuss with the patient that any carer or escort should be an adult over the age of 16.

APPOINTMENT/ADMISSION TIMES

For patients who require to be transported via the NHS Lothian bus, the appointment/admission time should not be before 10.30am.

Should the appointment/admission time be before 10.30am, it should be discussed with the patient if the circumstances require an overnight stay the night prior to the appointment/admission. Where a patient is required to stay the evening before the appointment/admission this should be arranged directly between the non Lothian hospital and the patient.

For further information on overnight accommodation please refer to the Guidance for NHS

Lothian Patients Receiving Reimbursement of Travel Expenses.

It would be beneficial if patients attending from Lothian on the same day could be given appointment/admission times close together where possible.

CANCELLATION OF APPOINTMENT/ADMISSION

Subsequent to a request for the provision of transport, if the appointment/admission is cancelled, in line with NHS Lothian Standard Operating Procedures, the patient should be rebooked as close to the original appointment as possible, according to clinical priority. Where ever possible, patients that have been previously cancelled, should not be cancelled a second time. The non Lothian hospital should inform the patient that if they have already arranged transport for themselves that the transport should be cancelled and rebooked for the new appointment date.

DISCHARGE PLANNING

Non Lothian hospitals are expected to plan a predictive date of discharge which should be proactively managed against the treatment plan. Any changes for patients who require NHS Lothian transport should be communicated to the patient as soon as the new discharge date is known.

Patients with simple discharge needs are defined as patients who will usually be discharged to their own home and have basic ongoing care needs which can be met without complex planning. A timely discharge is when the patient is discharged home as soon as they are clinically stable and fit for discharge.

The discharge of any patient with known or suspected communicable diseases will be co-ordinated with non Lothian hospital Infection Control Team guidance and advice prior to travelling. This information is important to ensure that infections are not spread between patients and will identify if the patient requires travelling alone. General principles include:

- MRSA – in wound but covered – patient can travel with others
- MRSA – in nose or throat and not coughing or spluttering – the patient can travel with others
- MRSA – in nose or throat but coughing – patient needs to travel alone
- C-Diff – patient needs to travel alone
- Other – advice should be sought from the Infection Control Team

In order to determine the most effective mode of transport for the patient, it would be expected that an assessment would be carried out by the non Lothian hospital prior to discharge. The Falls Risk Information general principles are:

- 1 - patient is steady on their feet
- 2 - patient is unsteady on their feet with a walking aid
- 3 - patient is unsteady with walking aid and requires assistance
- 4 - patient is bed bound – the patient would require to be transferred by the SAS in this case

NHS Lothian aim to discharge the patient by 11.00am. For patients travelling on NHS Lothian transport, it would be expected that the patient would be discharged no later than 5.00pm.

DELAYED DISCHARGES

Non Lothian hospitals are responsible for identifying common reasons for delayed discharges, analyse where there are shortfalls in availability of resources and take steps to resolve issues. The non Lothian hospital should liaise with NHS Lothian and the patient/relative/carer if a delayed discharge is deemed unavoidable. The original travel arrangements should then be cancelled by the non Lothian Hospital by calling 0131 446 4545 and the new discharge date arrangements will be logged.

SPECIFIC ADVICE

Specific advice agreed by NHS Lothian in relation to using public transport and driving should be given to patients who have had an anaesthetic by the non Lothian hospital.

PARKING CHARGES

For patients parking cars at the Royal Infirmary of Edinburgh for onward transmission on our NHS Lothian transport bus, there will be a parking charge levied for non Blue Badge Holders:

- | | |
|-----------------------------|-------|
| ▪ Up to 1 hour | £1.30 |
| ▪ 1 to 2 hours | £2.30 |
| ▪ Up to 3 hours | £3.30 |
| ▪ Up to 4 hours | £4.30 |
| ▪ Up to 5 hours | £5.30 |
| ▪ Up to 6 hours | £6.50 |
| ▪ 6 to 24 hours (or longer) | £7.00 |

Blue Badge Holders may park free of charge in the designated Blue Badge Holder spaces provided.

Parking at St John's Hospital is free.

These prices are subject to increase without notice.

COMMUNICATION

An effective and appropriate communication approach will help tackle inequality and remove one of the biggest barriers to the provision of transport/reimbursement for travel to non Lothian hospitals.

If appropriate, the information being communicated to the patient should be provided in a suitable written format as contained in NHS Lothian Policy for Producing, Reviewing and Managing Clinical Information for Patients.

ESCALATION PROCESS

The escalation process for transport issues is attached (Appendix 5).

EXCEPTIONAL CIRCUMSTANCE AGREEMENT

NHS Lothian recognises that there may be exceptions to the general principles of this policy. Each circumstance would be considered on its own merit before deciding the most appropriate action. Agreement will be reached between NHS Lothian Head of Waiting Times Governance and External Commissioning and the non Lothian hospital to ensure that patients are treated in an equitable and consistent manner and that the safety of the patient is not compromised in any way.

MONITORING AND REVIEW

This policy will be monitored to ensure its continued effectiveness and will be reviewed after a period of two years.

Reference:

- Patient Travel Guidance for Travel to Non-Lothian Hospitals
- Procedure for the Safe Transfer/Escort/carer of Patients within and outwith NHS Lothian
- Guidance for NHS Lothian Patients Receiving Reimbursement of Travel Expenses
- Discharge Toolkit
- NHS Lothian Policy for producing, Reviewing and Managing Clinical Information for Patients
- Standard Operating Procedures, Waiting List Management

Appendix 1: Patient Travel Guidance

For travel to non-Lothian hospitals

Introduction

Any NHS Lothian patient can claim back travel costs if they have to travel to a hospital outside Lothian.

This booklet tells you how to claim back your travel costs if you travelled by private car or public transport. It also tells you how to claim back the costs of accommodation and gives you information on alternative modes of travel.

How to claim a refund of your travel costs:

1. If you have accepted treatment at a hospital outside Lothian, the hospital that you have been referred to will have sent you this booklet. This booklet also has an expenses claim form that you should complete.
2. This booklet should answer any questions about travel or accommodation for you or relatives or other visitors. If you still have questions, please call the NHS Lothian External Provider Office (see page 8).
3. When you attend the hospital for your treatment, give them the expense claim form. They will sign and stamp it for you.
4. When you return to Lothian, take the form to your nearest NHS Lothian Cashier's Office along with all original receipts. You can also post the form and receipts to us. Please see page 7 for contact details. The cashiers will arrange for payment to be made to you.

Travel costs

Travelling by public transport

- If you can travel directly from home to the hospital outside Lothian, we will refund the full cost of the public transport for each visit. You must send us all your receipts or tickets.
- If you need someone with you we will also pay for the cost of that person's travel. We can only pay for one person to escort you. You must send us all that person's receipts or tickets.
- A Rail Warrant can also be issued by NHS Lothian which is sent to your home. A Rail Warrant can also be arranged for one person to escort you. To arrange for this service, please call 0131 446 4545 as soon as you receive confirmation of your appointment/admission date. NHS Lothian requires five working days' notice to be able to organise this for you.

Travelling by car

- If you travel by car we will pay a standard rate of expenses for each mile you travel, for each visit you make.
- When you attend the hospital for your treatment, give them the expense claim form. They will sign and stamp it for you.
- When you return to Lothian, take the form to your nearest NHS Lothian Cashier's Office. You can also post the form to us. Please see page 7 for contact details. The cashiers will arrange for payment to be made to you.

Some people cannot use public transport for medical or social reasons, and do not have access to a car. Please call the NHS Lothian Transport Hub on 0131 446 4545 if you think this applies to you.

Travel by NHS Lothian Bus

An NHS Lothian bus is provided on a daily basis from the Royal Infirmary of Edinburgh and St John's Hospital in Livingston for patients who are reasonably mobile and can climb 2 stairs on to the bus. This is a free bus service. There is only one 8-seater minibus and therefore all patients must travel together.

The bus will leave on any given day for arrival at the non Lothian hospital by 10.30am or the time of the earliest patient appointment if later than 10.30am. The bus will leave Glasgow no later than 5pm for return to the Royal Infirmary of Edinburgh and St John's Hospital in Livingston.

It is acceptable that one escort or carer may accompany you on each visit to the non Lothian hospital.

The escort or carer must be an adult over 16 years of age to travel on the NHS Lothian bus.

The NHS Lothian bus is unable to carry mobility scooters or wheelchairs.

The NHS Lothian bus can carry guide/hearing dogs.

If this is your preferred option, please telephone the Transport Hub on 0131 446 4545 and they will complete the necessary paperwork. You will be telephoned by NHS Lothian the day before you are due to travel to inform you of the pick up time from the Royal Infirmary of Edinburgh or St John's Hospital in Livingston. You will be called on a Friday for Saturday, Sunday and Monday travel.

Travel by Taxi

NHS Lothian will not be able to refund the cost for travel by taxi unless prior approval has been obtained by calling the Transport Hub on 0131 446 4545.

Parking Charges

For patients parking cars at the Royal Infirmary of Edinburgh for onward transmission on our NHS Lothian transport bus, there will be a parking charge levied for non Blue Badge Holders:

- | | |
|-----------------------------|-------|
| ▪ Up to 1 hour | £1.30 |
| ▪ 1 to 2 hours | £2.30 |
| ▪ Up to 3 hours | £3.30 |
| ▪ Up to 4 hours | £4.30 |
| ▪ Up to 5 hours | £5.30 |
| ▪ Up to 6 hours | £6.50 |
| ▪ 6 to 24 hours (or longer) | £7.00 |

Blue Badge Holders may park free of charge in the designated Blue Badge Holder spaces provided.

Parking at St John's Hospital, Livingston is free.

These prices are subject to increase without notice.

Accommodation for Patients

Golden Jubilee National Hospital

If you have been given a time for your admission that is before 8.30am you can stay at the Beardmore Hotel the night before your treatment. Golden Jubilee National Hospital will arrange this with you.

If you have been given a time for your admission after 8.30am you should travel straight to the Golden Jubilee National Hospital on the day of your treatment.

If you think you will not be able to get to Golden Jubilee National Hospital in time for your admission, you must speak to Golden Jubilee National Hospital as they may be able to change your admission time. You will need to pay for any food or drink you have at the Beardmore Hotel.

Nuffield Hospital, Glasgow/Ross Hall Hospital, Glasgow

If you have been given a time for your admission that is before 8.30am and you don't think you will be able to get there in time for your admission, you must speak to the Booking Officer at Nuffield Hospital/Ross Hall Hospital so they can organise accommodation for you the night before your admission.

If your appointment or admission time is after 8.30am you should travel to Glasgow on the day of your treatment. You will not be given accommodation the night before.

Accommodation for Escorts/Carers/Relatives

Golden Jubilee National Hospital

If you need someone to go to hospital with you and you have been given accommodation at the Beardmore Hotel the night before your treatment, your escort can stay at the Beardmore Hotel with you free of charge. They will have to pay for any food or drink they have.

If you want your escort to stay with you after your treatment you will need to pay for this yourself. The Beardmore Hotel will give you a discount but you must organise this with the Beardmore Hotel.

If there is a medical or other reason why you must have someone to stay with you, you should talk to the Booking Officer at Golden Jubilee Hospital when you are organising your treatment date.

Nuffield Hospital, Glasgow/Ross Hall Hospital, Glasgow

If there is a medical or other reason why you must have someone to stay with you, you should talk to the Booking Officer at Nuffield Hospital/Ross Hall Hospital when you are organising your treatment date. They can organise accommodation for your escort but you will normally need to pay for this yourself.

Visitors Travel

If you expect to be in hospital for three days or longer we will refund the full travel costs for one visitor every third day. Your visitor can either travel by public transport from the local area (Lothian, Fife, Borders) or we will refund the mileage by paying a standard rate of expenses for each mile travelled. If your visitor uses public transport you must send us all the tickets and receipts. A Patient Travel Expense Claim Form (see page 9 and 10) must be completed for each journey, signed and stamped by the hospital.

Guidance for Claiming Expenses

You should fill in the travel expense claim form and you must ask someone at the hospital where you had your appointment to sign and stamp your claim form to confirm that you attended the hospital on that day.

You can then either:

1. Take your completed form to any of the main Cash Offices in NHS Lothian. The addresses and opening hours of each cash office are given on page 7

or

2. Post your completed form and send it to:

Cashier's Office
Royal Infirmary of Edinburgh
51 Little France Crescent
Old Dalkeith Road
Edinburgh
EH16 4SA .

All original receipts require to be submitted with the Patient Travel Expense Claim Form within 30 days of the journey being made.

No other costs will be refunded by NHS Lothian.

CASH OFFICE CONTACT INFORMATION

Hospital	Opening Hours	Telephone Numbers
Cashier's Office Royal Infirmary of Edinburgh 51 Little France Crescent Old Dalkeith Road Edinburgh EH16 4SA	08.30 – 16.30 Monday to Thursday 08.30 – 16.00 Friday Closed for lunch 13.00 – 13.30 daily	0131 242 2320 0131 242 2323
Cashier's Office Western General Hospital Crewe Road South Edinburgh EH4 2XU	08.30 – 16.30 Monday to Thursday 08.30 – 16.00 Friday Closed for lunch 13.00 – 13.30 daily	0131 537 1361
Cashier's Office St John's Hospital at Howden Howden Road West Livingston West Lothian EH54 6PP	08.30 – 16.30 Monday to Thursday 08.30 – 16.00 Friday Closed for lunch 13.00 – 13.30 daily	01506 523235 01506 522214
Cashier's Office Royal Hospital for Sick Children 9 Sciennes Road Edinburgh EH9 1LF	08.30 – 16.30 Monday to Thursday 08.30 – 16.00 Friday Closed for lunch 13.00 – 13.30 daily	0131 536 0028
Cashier's Office Princess Alexandra Eye Pavilion Chalmers Street Edinburgh EH3 9HA	8.30 – 13.30 Monday to Wednesday 9.00 – 12.25 Thursday and Friday	0131 536 4206
Cashier's Office Astley Ainslie Hospital 133 Grange Loan Edinburgh EH9 2HL	8-30-16.30 Monday to Thursday Closed for lunch 1300-1330 daily Closed Friday	0131 446 9205

NHS Lothian External Provider Office Contact Details

If any of the information in this booklet is not clear or if you require further information about claiming reimbursement, please contact NHS Lothian External Provider Office.

External Provider Office
NHS Lothian
Woodlands House
Astley Ainslie Hospital
133 Grange Loan
Edinburgh
EH9 2HL

Telephone number: 0131 446 4510
Opening hours: 8am – 4pm, Monday – Friday

NHS Lothian Transport Hub Contact Details

If you require further information about the available modes of travel please contact the NHS Lothian Transport Hub.

Transport Hub

Telephone number 0131 446 4545
Opening hours: 8am – 6pm, Monday, Tuesday, Thursday, Friday.
Answering service available on a Wednesday.

**PATIENT TRAVEL EXPENSE CLAIM FORM
FOR TRAVEL TO NON-LOTHIAN HOSPITALS**

This form should be completed to claim reimbursement of travelling expenses to non NHS Lothian facilities out-with the Lothian area

CLAIMANT DETAILS (TO BE COMPLETED BY THE CLAIMANT)				
Patient Name:		Claimant: (if different from patient)		
Address:		Address:		
Postcode:		Postcode:		
CHI Number:		Why are you making this claim: Patient/Carer/Escort*		
Escort required on medical grounds:	Yes/No*			
Hospital Attended:				
TRAVEL (TO BE COMPLETED BY THE CLAIMANT)				
Car				
Date	Details of Journey (from/to etc)	Mileage travelled	Cost (Office Use)	
			£	pp
Total				
Public Transport				
Date	Details of Journey (Type of Public Transport, from/to, etc)	Cost of Travel		
		£	pp	
Total				
Taxi				
Date	Details of Journey (Name of Taxi Company, from/to etc)	Cost of Travel		
		£	pp	
Total				
Signature		Date		
* Delete as appropriate				

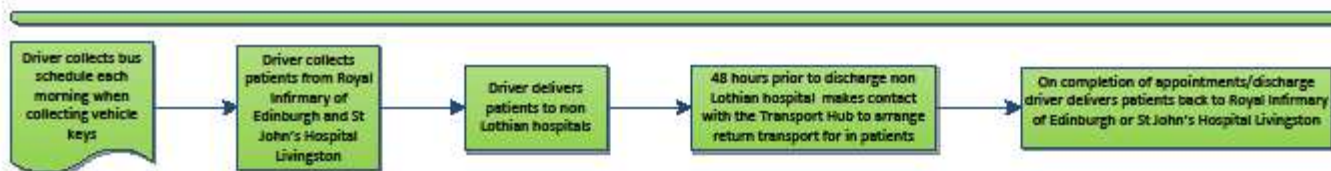
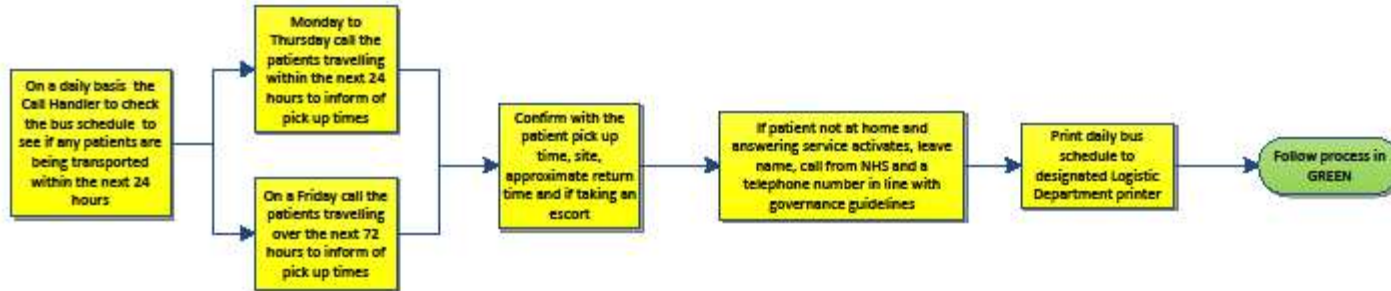
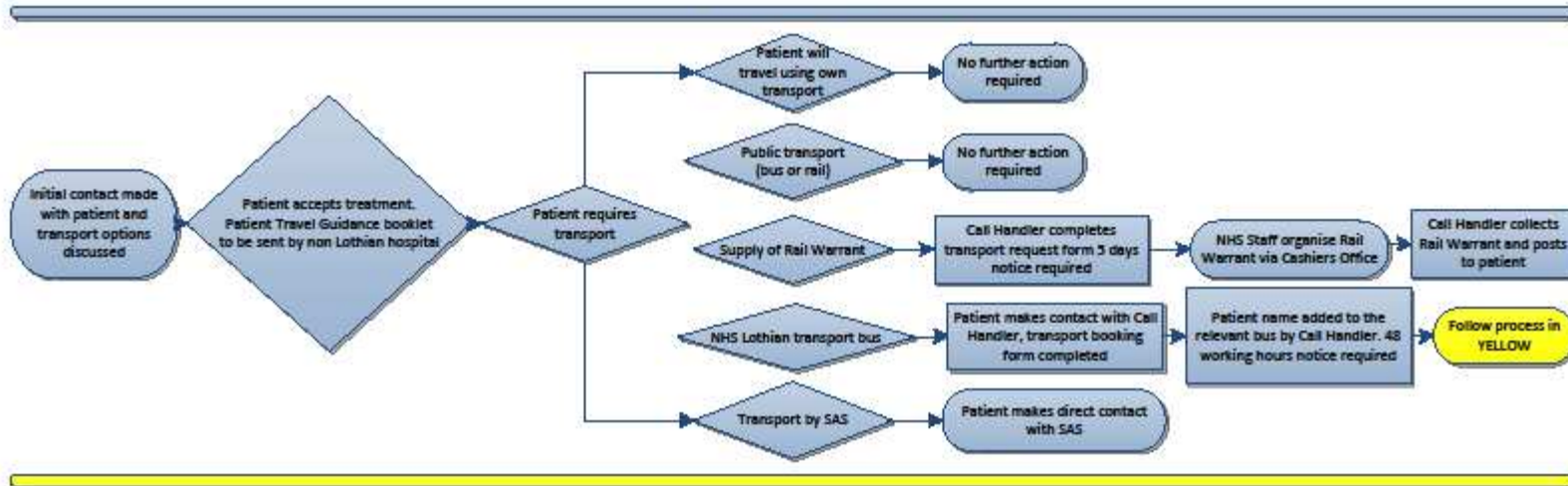
All original receipts require to be submitted with the Expenses Form within 30 days of the journey being made.

**PATIENT TRAVEL EXPENSE CLAIM FORM
FOR TRAVEL TO NON-LOTHIAN HOSPITALS**

ATTENDANCE AT NON-LOTHIAN HOSPITAL (TO BE COMPLETED BY HOSPITAL WHERE TREATMENT OCCURRED)				
Date	Time of OP Attendance	Time of IP Admission	Time of Discharge	Department/Ward
Authoriser's Signature		Print Name		Designation
Official Stamp (Receiving Hospital):				
AUTHORISATION (TO BE COMPLETED BY NHS LOTHIAN)				
	Total		Notes if applicable	
	£	pp		
Mileage cost				
Public Transport				
Taxi cost				
Other costs				
Total Reimbursement				
Cashiers signature:			Date:	
Received by (Claimant):			Date	

Appendix 2: Transport Process Flow

PROCESS FLOW CHART



APPENDIX 3



Appendix 3: PATIENT NEEDS ASSESSMENT - GUIDANCE FOR TRANSPORT REQUIREMENTS

Independent patients suitable for own transport, public transport, NHS Lothian transport bus or WRVS car:

- Patients who need no assistance
- Patients who can mobilise without any aids
- Patients who mobilise independently with some aids (walking sticks). These patients can walk short distances and manage to climb a few stairs easily
- Patients who need very minimal assistance

May be suitable for Scottish Ambulance Service transport provided they meet the medical needs assessment:

- Patients who need full assistance to transfer
- Patients who need 2 staff to transfer from chair to chair
- Cannot walk up stairs without support
- Patients who cannot weight bear
- Patients who have no sitting balance

Appendix 4: ESCALATION PROCESS FOR NON LOTHIAN HOSPITAL TRANSPORT

Purpose

The purpose of this document is to explain the escalation path for any issues.

Scope

This procedure will cover how and when issues are to be escalated.

Issue Received

Determine what the issue is, who is involved, location and date issue happened. Document issue in Issues Log.

Investigate Issue

Depending upon the issue, ensure that the appropriate resources are involved in endeavouring to resolve the problem within the time factor guidelines (response within 7 days). Document update in Issues Log.

Issue Not Resolved

If the issue is not resolved to the satisfaction of all parties advice should be sought from the Transport Hub Manager or in their absence the Transport Hub Supervisor in the first instance. Further advice should be sought by the Manager/Supervisor from staff who are responsible for specific areas of expertise, i.e. If the issue is a driver problem, advice would be sought from the Transport and Logistics Manager.

Regardless of how well this process is designed and implemented, there will no doubt come a time when a patient wants to escalate an issue directly to an NHS Manager.

If a patient wishes to escalate an issue, in the first instance, every effort should be made to resolve the complaint locally. Further information is available in the NHS Lothian Complaints policy.

Issues that are not resolved to the satisfaction of all concerned will be reviewed by the management team. Corrective actions/further training will be determined and an appropriate action plan put in place. Document update in Issues Log.

Issue Resolved

The goal would be to resolve the problem to the satisfaction of all concerned parties as soon as possible. Document update and closure in Issues Log.

