Isles of Scilly patient transport services

During the COVID 19 pandemic we have been working with the Council of the Isles of Scilly, Royal Cornwall Hospitals NHS Trust (RCHT) and Cornwall Partnership NHS Foundation Trust to ensure patient transport to and from the Isles of Scilly is as smooth as possible. We have plans in place should anybody need to come to the mainland for urgent outpatient or inpatient care, and also for repatriation back to the islands.

There are reduced services to and from the Isles of Scilly at the moment, so we ask that you be patient with us whilst we try to arrange the best possible plan for you. We will deal with everybody on a case by case basis. This might mean that your discharge from hospital is delayed, or we might have to find you alternative accommodation whilst you are on the mainland waiting for your return flight. The central booking service at RCHT is still your first port of call for transport needs. They can be contacted on 01872 252211.

During the COVID 19 pandemic we will offer more flexibility around the eligibility of escorts for vulnerable people, including 16-18 year olds, or those receiving a 12 or 20 week scan. We will also offer flexibility around off island travel. If you fly over from the Isles of Scilly and are struggling to get transport to a hospital or where your appointment is, please call the centralised booking service and we will see how we can help.

Our team may not be able to give you instant answers as, because of the changing situation with healthcare service, they may need to speak to other departments to work out your individual plan. So please be patient with them and we will work together to solve any issues.

Any support you can offer to the NHS during these challenging times, such as using friends or family on the mainland for transport or accommodation, would be greatly appreciated.

We will continue to keep you updated as to when the situation returns to business as usual and we return to the pre COVID 19 eligibility criteria.

NHS
Kernow
Clinical Commissioning Group