

How To Make A
Patient Transport
Booking

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A Guide to Medical Transport

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How to make a Patient Transport Booking

- Contact Patient Transport via the Centralised Booking Service at Royal Cornwall Hospitals Trust on 01872 252211

Monday – Friday 08.00 to 20.00

Saturday – Sunday 08.00 to 18.00

- Please note that bookings must be made with a credit/debit card directly through Patient Transport in order to qualify for a medical travel warrant. (They cannot accept bookings via email as a £5.00 contribution needs to be taken at the time of booking).



- Medical Travel warrants are issued for the Scillonian or flights to Land's End airport only.

Do I have to pay for medical flights?

- Patient Transport charge qualifying patients a £5 contribution towards the cost of the flight.
- As the NHS fund the flights only, you will be asked to pay for use of the bus transfer service between Land's End Airport and Penzance Railway Station; book at the same time as booking your flights if you wish to use this service.



Off-Island Medical Travel

Residents of the off islands are entitled to the off island element **when travelling to the mainland for NHS funded treatment.** Patient Transport will have to confirm whether you are able to use a scheduled or charter boat service before issuing a valid travel warrant.

Off Island patients should complete the following steps when booking medical travel:

- 1) Call Patient Transport (01872 252211) to book a medical flight and inform them at the time of booking that you require a medical warrant for off-island travel and ask for an Off Island Travel Claim Form to be emailed/posted to you in order to claim back.
- 2) Patients will be issued with a code number for the off island element of their travel.



Off Island Travel Claim Form:

Claims without an authorisation code provided by Royal Cornwall Hospital cannot be processed.

Claims must be made within three months of date of travel.

Claim forms can be found on the website <https://www.healthwatchislesofscilly.co.uk/advice-and-information/2019-11-28/medical-travel> or can be provided by the Patient Transport Office.

Please return completed form to:

**Patient Transport Team
NHS Kernow CCG
Sedgemoor Centre
Priory Road
ST AUSTELL
Cornwall
PL25 5AS.**



(Patients travelling to the mainland and back in the same day will be entitled to the reimbursement of either a Scheduled boat fare or a Special boat fare dependent on the time of their travel. This relates to whether the time of the patient's appointment is before the scheduled boat services begins operating. If this is the case, Patient Transport will issue a reference number for the chartered boat which operates outside of normal hours).

Escorts

You can only travel with an escort, subject to payment of a small escort booking fee, if one of the following applies:

- **Your medical condition is such that you require constant supervision for safety (the escort must be able to meet your medical need and it should be established whether a healthcare professional would not be the preferred option).**
- **You have mental health problems that prevent you travelling alone.**
- **You are younger than 16 years old.**
- **You have significant communication difficulties, including learning difficulties, impaired sight or hard of hearing (where a patient has communication difficulties the escort should be able to provide a positive benefit in ensuring the patient can understand anything being said to them; for example, through the use of sign language where the patient is hard of hearing). If you think any of the criteria apply to you, then you may be eligible to be accompanied, but this eligibility will be determined when you contact the Patient Transport Office.**



- **You are attending a 20 week pregnancy scan or are travelling to the mainland to give birth and are 40 weeks or more.**
- **Attending a two week wait appointment, where an initial diagnosis will be discussed.**

Please let Patient Transport know at the time of booking your flight if you wish to travel with an escort.

This entitlement cannot be saved for a later appointment when regarding 20 week scans or the 2 week wait appointment.

Please be aware that Skybus cannot authorise an escort and this must be arranged through Patient Transport via an email or letter of authorisation from the patient's consultant.

Patients travelling with escorts are required to complete their journey within 72 hours of their outbound journey. This 72 hour calculation does not include Sunday as flights and sailings do not operate.

Important: Amendments and Cancellations

If you need to make a change to your medical travel warrant you will need to contact Patient Transport on 01872 252211 (Not by email as there may well be amendment fees to pay which are passed on from Skybus).

Where a cancellation or amendment occurs because your NHS appointment cannot go ahead or if you are unable to make your appointment as your flight is delayed or cancelled, **you should not incur any charge.**

If you choose to change your travel for personal reasons Skybus will apply an amendment or cancellation fee to your booking and Patient Transport will ask you to meet this cost.
(Cost of a normal flight, not the £5:00 medical flight cost).



Please be aware that the following charges apply:

Amendments

These can be made up to 48 hours prior to departure.

- Where an amendment is made 14 days before departure the fee will be 10% per the amended route.
(10% of full price of single adult fare)
- Where an amendment is made less than 14 days but prior to 48 hours before departure a fee of 20% will be charged per the amended route.
(20% of full price of single adult fare)
- There will be a cap on the total booking fee of £85 per booking per change.
- A minimum cap of £10 per booking will apply per change.

Cancellations

100% of costs within 48 hours of travel

(100% of full single adult fare)

20% of costs if cancelled up to 48 hours before travel

(20% of full price of single adult fare)

Appeal Process

What should you do if you are not happy with a decision that has been made?

If you are unhappy with a decision to refuse non-emergency patient transport; the reimbursement of travel costs, or the way the policy has been applied to your individual circumstances, you can do the following:-

- Appeal to the centralised booking service where it will be reviewed by a senior manager.
- Contact 01872 252211

(The above has been taken from the NHS Kernow Clinical Commissioning Group. NHS funded patient transport. A guide for patients).

- You may be asked to produce evidence that you were not fit enough to travel.





Tell us what you think about **health and social care services** for Scilly.

Healthwatch Isles of Scilly acts on collective feedback.

We find out what is important to you, and tell the people who plan and provide services.

Questions?

We can tell you where to get help to resolve a problem and find sources of information and advice.

Everything we do starts with what you tell us.

We go the extra mile to make your comments count.

Keep in touch:
Sign up for newsletters and bulletins.

Leave your comments and observations at any time: in person, by email, or via the 'talk to us' form on our website
www.healthwatchislesofscilly.co.uk



Healthwatch-Isles-of-Scilly



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