



Booking Policy

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Applicable to	All staff and contractors
Policy Signed By	RICHARD DRAKEFORD

Introduction

Re-Pat Ltd provide a non-emergency patient transport service for low-risk clients. Re-Pat Ltd will accept patients who require transport in and out of NHS healthcare settings such as hospitals and also a private transport service to and from other destinations. Re-Pat Ltd provides a service for people who are unable to travel without some element of specialist support.

The aim of this policy is to:

- Define the eligibility criteria for non-emergency patient transport
- Define the booking procedure for non-emergency patient transport
- Define the mobility categories of people using the service
- Ensure all staff are aware and understand this booking policy and procedure, as well as their role in its implementation.

Roles and Responsibilities

Both the Registered Manager and Company Director of Re-Pat accepts responsibility for the implementation of this policy and ensuring full staff understanding and compliance. They will ensure that any change in procedure will be communicated to all staff members.

This policy applies equally to all employees of Re-Pat Ltd who have responsibilities for booking and, or assessing, a patient's eligibility for non-emergency patient transport and will apply to all areas of the service provision.

Non-Emergency Patient Transport (NEPT)

Re-Pat Ltd will be providing transport to patients who require:

- Admission to hospital from a person's home
- Transfer between hospital inpatient units or private providers contracted to deliver services on behalf of the NHS
- To the person's home as part of a planned discharge process
- Discharge from an inpatient unit to a home address
- Transport from the person's home address to attend an appointment, therapy/treatment session and home again
- Private transportation of a person on behalf of a private company, for example a non-critical patient returning from abroad with an injury.
- Taking non-critical patients from public or private events to hospital for further treatment

Definitions of Patient Mobility

Staff at Re-Pat Ltd will gather information regarding a patient's mobility at the time of booking so that we can ensure we are able to meet their needs and provide them with a safe and effective means of transport.

The definition of the client's mobility is of the utmost importance when booking transport. An incorrectly booked client will result in the person potentially missing an appointment or there being a delay in transportation.

The below definitions will be referred to when booking clients:

- **Bariatric** - A patient who requires non-standard equipment to accommodate their weight and/or body shape and includes anyone regardless of age. Bariatric is defined as a BMI greater than 40kg/m² and/or body weight equal to or more than 40kg above weight for height (NICE 2006).
- **Stretcher** - A person required to be transported in a lying-down position.
- **Wheelchair** - A patient requiring transport either in or with their own wheelchair. If the wheelchair is electric.
- **Two-man transfer** - A patient who can sit, but cannot stand or walk independently, and requires support to transfer. A patient who normally walks unaided at home or hospital may need assistance to climb the steps of the vehicle and be classed as a two-man transfer.
- **Walking independently** - A patient who requires no more than one member of staff to assist him or her into the vehicle and who, once in the vehicle occupies one sitting space.

Non-Emergency Patient Transport (NEPT) Eligibility Criteria

Re-Pat Ltd will provide a service for those unable to travel to and from hospital/therapy/treatment independently by public transport or with the help of relatives or friends if necessary. Our service will be essential in ensuring an individual's safety, safe mobilisation, condition management or recovery.

It is the responsibility of medical or senior qualified clinical staff who are booking the patients transport to assess whether an inpatient meets the Eligibility Criteria for Non-Emergency Patient Transport

Transport Inclusion and Exclusion Criteria

Re-Pat Ltd will provide transport services to:

- Children 4 years - 12 years
- Children 13 years - 17 years
- Adults 18 years - 65 years
- Adults 65 years and over
- Individuals with Dementia
- Individuals with sensory impairments

- Individuals with physical Disability

Re-Pat Ltd.'s transport exclusion criteria is:

- People detained under the Mental Health Act
- Children under the age of 3 years
- Bariatric individuals
- Individuals with an eating disorder
- Individuals with learning difficulties or Autistic Spectrum Disorder
- Outside of the UK

Definitions for Escorts

At the time of booking Re-Pat Ltd staff will gather information regarding the patients' requirements in terms of an escort to ensure they are safe for the duration of their transfer.

The designated staff member will escort the patient to and from their destination. The service welcomes relatives and friends to join the patient in the ambulance on their transport journey.

Booking procedure

Re-Pat Ltd will use a booking procedure form which gathers all necessary information to decide whether the patient is suitable for transport with Re-Pat Ltd, please refer to Appendix 1.

Block Bookings

Patients who require a Block Booking for hospital transport will need to have their eligibility status assessed and reviewed on a regular basis.

One or Two-Way Journeys

Patients may be able to travel unassisted to hospital but require transport following their treatment or vice versa. It is the responsibility of Re-Pat Ltd staff to assess if the patient requires a one or two-way journey and to book the appropriate journey(s) accordingly.

Patient Transport Reservations

All non-emergency patient transport bookings must be made at least 24 hours in advance. This will ensure that Re-Pat Ltd is able to provide and prepare the resources necessary and to avoid potential delays.

On the Day Booking (Less than 24 Hours' Notice)

Same day bookings will be subject to the availability of staff. If transport can be provided, a collection time will be agreed between the patient and Re-Pat Ltd.

Right to Refuse

Re-Pat Ltd reserves the right to refuse any transport booking. If a transport booking is refused, Re-Pat Ltd will provide an explanation and suggest any alternative arrangements.

Readiness to Travel

Patients, staff and escorts (as applicable) must be ready to travel prior to their designated pick-up time.

Cancellations

If a booked patient journey needs to be cancelled, it is the responsibility of the patient, care setting/hospital/department to ensure Re-Pat Ltd is notified accordingly.

Monitoring

Monitoring of adherence to this policy will be undertaken by the Registered Manager and Company Director.

Any adverse incidents relating to bookings should be reported and investigated as per Re-Pat Ltd's Incident and Accident Policy.

Relevant Legislation and Guidelines

NHS (2022) [B1244-nepts-eligibility-criteria.pdf \(england.nhs.uk\)](#)

NHS (2021) [NHS England » NHS Non-Emergency Patient Transport Services \(NEPTS\) review](#)

Related Policies

Incident and Accident Policy

Records Management Policy

Quality, Governance and Risk Policy

Consent Policy

Information Governance Policy

Appendix Contents

Appendix 1: Re-Pat Ltd.'s Booking Procedure Form

Appendix 1: Re-Pat Ltd.'s Booking Procedure Form

Point of Contact

Telephone Number

Email Address

Date of Transport Required

Patient NamePro-noun.....

Patient likes to be called

Patient Date of Birth (patients under 3yrs we do not transport)

Address of Patient

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Is the Patient on Oxygen? Yes /NoIf yesLtrs

Is the pt bariatric? (A patient who requires non-standard equipment to accommodate their weight and or body shape and includes anyone regardless of age. Bariatric is defined as a BMI greater than 40Kg/m² and or body weight equal to one or more than 40kg above weight for height (NICE 2006)).
Yes/No (not able to take booking if yes)

Does the patient have mental health issues? Yes/No (Not able to take booking if yes)

Is the patient detained under any mental health act? Yes/No (Not able to take booking if yes)

Is the patient under 3yrs old? Yes/No (Not able to take booking if yes)

Does the patient have sensory Impairment? (ie. mblyopia (lazy eye), Anosmia (loss of smell), Blindness, Deafness, Ear diseases and disorders, Eye diseases, Hearing loss. Yes/No

Does the patient suffer from convulsions? Yes/ No

Is the patient cleared medically fit to travel by a Dr? Yes / No (name and bleep required)

Does the patient suffer Dementia? Yes/No

Does the patient have physical disability? (ie Amputations and loss of limbs, Arthritis, Birth defects, Cerebral palsy, Cystic fibrosis, Epilepsy.

Yes/No

Does the patient have learning disabilities or suffer with autism?

Yes/No

Relevant clinical details for transfer

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Absolute Time Critical..... Transfer Time Critical..... Non Time
Critical.....

Pick up Time:

Appointment Time:

Authorising Doctor:Bleep No.....

Number of Escorts with patient:

Number of Clinical Escorts with patient:

Pick up from.....

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.....

Patient going to.....
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.....

Clinical grade of crew requested: (please tick)

Paramedic Technician Nurse..... ECA..... ACA..... Doctor.....
Anaesthetist..... Paediatric Nurse.....

How does the patient travel? (please tick) Stretcher..... Chair.....
Walking..... Wheelchair..... Other.....

Any other information we need to know?
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Extra Notes Below:

Confirmed Booking? YES / NO (by who? please print name and date)