

Patient Transport Service

The Patient Transport Service (PTS) is responsible for the transport of non-emergency patients who do not require an immediate or urgent ambulance.

The core service operates between the hours of 8am and 6pm, Monday to Friday (excluding Bank Holidays) in order to transport patients for hospital appointments which normally fall within a core time period of 09:30am to 3:30pm.

The Scottish Ambulance Service have a direct patient telephone booking line, through their Regional Centre in Edinburgh.

TELEPHONE : 0300 123 1236

The Scottish Ambulance Service will transport patients for appointments out with these times subject to these journeys being manageable by the Scottish Ambulance Services and resource availability.

Patient Needs Assessment

The Scottish Ambulance Service will take patients through a Patient Needs Assessment, before a booking is confirmed at the Regional Call Centre.

Things to consider:

- Firstly ensure your request for ambulance transport is necessary.
- Could the patient make their own way to hospital or get a friend or relative to take them, or could they go by public transport or community transport (where available)?
- If patients are receiving benefits, they may be able to reclaim their travel costs from the hospital they are attending.
- Escorts or carers must only be requested if absolutely necessary due to the patient's medical need. This could potentially take up the space required by another patient.
- Following the patient's treatment, it is the responsibility of hospital staff to notify ambulance control that the patient is ready for their transport home.

If you need to cancel a booking please call the national cancellation number at any time on freephone (from landlines) **0800 389 1333**.