


Patient Transport Information



Patient Transport Tameside & Glossop (non-emergency ambulance)

This is the Tameside and Glossop Primary Care Trust Assessment, Booking and Choice Centre and it offers a single point of access for local health services and to support Choose and Book. You can ring this service if you need an ambulance to take you to a medical appointment. There is a registration and assessment process that you will have to undertake to find out if you are eligible to use this service. This service is free at the point of contact.

 0161 335 2700

If you receive certain benefits, you may be entitled to a refund of travel costs. Entitlement rules may be subject to change over time. Eligible patients should visit Hartshead South Main Reception to make a claim and for more information. Please bring proof of eligibility. *If you have mobility issues and require help, please contact 0161 922 4081 (Mon to Fri 9:00 am - 4:00 pm) or visit the enquiries desk at Hartshead South main entrance.

Patient Transport Greater Manchester (non-emergency ambulance)

The North West Ambulance Service operate the Patient Transport Service (PTS). It is here to help patients who live in Greater Manchester to get to and from non-emergency medical appointments. We want to make sure those who need it have access to it.

Can I use the Patient Transport Service? You may be eligible for the Patient Transport Service (PTS) if you have a medical or clinical condition which could stop you getting to your appointment by any other means. We will ask you some simple questions to check if you are eligible. In Greater Manchester we will ask you additional eligibility criteria questions, these will help us provide the most appropriate transport to meet your needs and not restrict your access to PTS.

First Appointment: To book transport please contact your local transport booking centre as below. When you telephone, you will need your NHS number, which you can get from your GP or clinic. Please tell us about your mobility; if you need someone to accompany you due to a specific need, together with any other requirements you may have to make sure the right type of transport is booked for you. If you would like a text message reminder three days before your journey, or would like to be told when the ambulance is on its way to you, please speak to the booking centre about this.

Follow up Appointments: If you require transport for any subsequent follow up appointments, it is normally the clinic that will arrange this. There are some booking centres who do this on behalf of the hospitals and clinics. Ask the booking centre for details of the arrangements in your local area.

- **Bolton** - Tel: 01204 462 882 Hours: Mon – Fri 8.30am – 6.30pm
- **NHS Care Gateway (for Manchester)** – Tel: 0800 092 4020 Tel: 0161 947 0770 Hours: Mon – Fri 8:00am – 6:00pm, excluding Bank Holidays.
- **Tameside and Glossop** - Tel: 0161 335 2700 Hours: Mon – Fri 8:00am – 4:00pm
- **Bury** - Tel: 0161 762 3155 Option 1 Hours: Mon – Thurs 8:30am – 5:00pm Fri 8:30am – 4:45pm
- **Oldham** - Tel: 0161 627 7494 Hours: Mon – Fri 8:30am – 5:00pm

- **Trafford** - Tel: 0161 976 2555 Option 1 then option 3 Hours: Mon – Sat 8:00am – 8:00pm Sundays 8:00am -7:00pm
- **Heywood, Middleton and Rochdale** - Tel: 0161 716 5888 Hours: Mon – Fri 8:00am – 5:00pm
- **Salford & Stockport** - Tel: 0800 092 4020 Tel: 0161 947 0770 Hours: Mon – Fri 8:00am – 6:00pm
- **Wigan** - Tel: 01942 482 990 Hours: Mon – Fri 8:00am – 6:00pm

Visit the Nwas website for further details

<http://www.nwas.nhs.uk/our-services/patient-transport-service>

Fit Over Fifty

Fit over Fifty (a not for profit social enterprise in Tameside who support older people), are now offering 4 free chaperone visits to hospital for people over the age of 50 in the area. The project is part of the Chaperone service and is being extended to offer support to get to medical appointments at hospital. The service is free and the only fee is 50p per mile towards petrol. Travel is offered in an average car, so people need to be able to get in and out of the vehicle. Appointments subject to availability and anyone interested should contact Fit Over Fifty



07548 057715,



office.fitoverfifty@gmail.com



www.fitoverfifty.org

Christies Patient Transport Manchester

Patient Transport Services (PTS) are provided for patients whose medical condition means they cannot get to their appointment in any other way. **First visit:** Your GP will be able to advise you how to book via your central referral booking centre. You will be asked a list of questions to ensure you are eligible to travel via patient transport. **Other visits:** You can visit the transport department (42) which is located in the main outpatient area at The Christie. The staff will be able to advise you about eligibility for ambulance transport and arrange subsequent bookings for you.



0161 446 8114 or 0161 446 8143.

Miles of Smiles

95-97 Penny Meadow, Ashton-under-Lyne, OL6 6EP

Offers a service to all residents in Tameside including children, for health related appointments. People who are not eligible to use the ambulance service, are unable to access other transport i.e. taxis and buses, or people who feel the need to receive support during their travel are able to use this service.

You must register for the service which is offered 9.00am until 5pm Monday to Friday and bookings must be made at least one week in advance. They can provide transport outside of the Tameside area.




0161 622 2090



www.actiontogether.org.uk/miles-smiles

Hattersley Point to Point Transport

Unit 3, Hattersley Industrial Estate, Stockport Road, Hyde, Tameside, SK14 3QT
Offers a service for Hattersley residents only. Local Link travels to all major bus stations in Tameside and Tameside Hospital. Anybody interested in using this service has to register on 0845 6055505 but all residents of any age can use this service. The hours of business are Monday to Friday 7.30 am – 10.00 pm, Saturday 8.30 am – 10.00 pm and Sunday 9.30 am – 8.30 pm.


 0161 367 8014

 p2p@btconnect.com

 www.transportforcommunities.co.uk/gmcofm/CT_files/Point2Point

Tameside Council Community Transport – Social Services Transport


Community Transport, Tame Street Depot, Tame Street, Stalybridge, SK15 1ST
This service can only be accessed via a social worker. They offer a school bus service and transport to medical appointments for children who have some form of disability. They also offer a service to and from day centres for older people. The general public cannot access this service.


 0161 342 2717 or 342 2758

 www.tameside.gov.uk/transport/community

Glossop Community Transport

Anybody can access this service if they are disabled and have no access to another transport service, i.e. living on no bus route and living in Derbyshire only. They allow carers to travel with the patient. All transport is DDA approved and they offer a service Monday to Friday from 8 am – 5 pm. They will drop the patient off at the hospital and wait for them for the return journey home.

 01629 641920 or 01457 865722

 info@bect.org.uk

 www.derbyshirect.com/find_a_service/glossop

The Bureau Glossop's Voluntary & Community Network

Our volunteer driver companions will take people in their own cars to medical appointments if you are unable to use public transport or taxis. They will also wait with you and bring you home.


 01457 865722

 info@the-bureau.org.uk

 www.the-bureau.org.uk/our-services/companions-services/

Transport for Sick Children

A service for children under the age of 16 who has been referred to the service via some form of professional i.e. school nurse, social worker etc. They will take children to and from medical appointments along with their carer. They will take children out of Tameside into other areas including areas outside of Tameside.


 0161 432 7800 or 0161 443 1293

 www.transportforsickchildren.org

Ring and Ride

Ring and Ride provides door-to-door transport service for people in Greater Manchester for


people who find it very difficult or impossible to get to a bus stop or get on or off ordinary buses. Registration is required for the service and lines are open 8am – 10.30pm.

 0845 688 4933 or 0161 200 6011

 www.tfgm.com/ringandride/Pages/Depot-Tameside


St Johns Ambulance

They offer a private transport service for anybody who would like to book it. The minimum cost for the use of an ambulance is £196.00 and this is dependent on the length of journey, how long the appointment will take and whether or not you need more than 1 person for support.

 0161 443 0100

Being There Tameside & Glossop


They offer home-based and outreach support, including transport for people living with cancer, strokes, heart disease and other chronic conditions. Suggested minimum donation of £4 for medical transport and £2 social transport.

 0161 217 1373 or 0845 123 2329

 tameside@beingthere.org.uk


Tameside Sight


This service is for people who are blind or partially sighted, offering a guiding service to any medical establishment in the area, using trained volunteers who can meet you on arrival at the hospital and stay with you to act as a guide to the appropriate clinic. It may be possible to provide transport to and from the appointment, either with a guider who drives, or separate transport and guider.

 0161 343 4090/6903

Transport for Greater Manchester & Traveline


For details about local bus and rail services and across Greater Manchester.

 0871 200 2233

 www.tfgm.com or www.traveline.info

Travel Vouchers – Transport for Greater Manchester Taxi Vouchers


A form of travel concession vouchers unable to use ordinary buses, trains or Metrolink and who serious walking difficulties or are registered blind and who cannot use ordinary public transport.

 0161 244 1050

 www.tfgm.com/public-transport/travel-vouchers

The Healthcare Travel Costs Scheme

Check your eligibility to see if you may be able to claim a refund under the 'Healthcare Travel Costs Scheme' (HTCS) of the cost of travelling to hospital or other NHS premises for NHS-funded treatment or diagnostic test arranged by a doctor or dentist.

 0300 330 1343

 www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts