

# west Midlands Ambulance Service

Non-emergency patient transport - provided by west Midlands Ambulance Service (WMAS) across warwickshire.



## Specified Criteria taken from Coventry and Rugby CCG, Non-Emergency Patient Transport: Clinical Eligibility Policy, 2015:

Non-Emergency Patient Transport Services will be provided for patients who have a medical need that stops them from using private or public transport.

### An individual is eligible for transport if they;

- i) Need to travel lying down due to medical need**
- ii) Require oxygen or other medical gases while travelling**
- iii) Require intravenous support (medical drugs in vein)**
- i) Are being transported between hospitals**

An individual may also be considered for hospital transport if they have no alternative means of transport available and;

- i) The patient has restricted mobility and is unable to stand, sit or walk more than a few steps.
- ii) Patients with recognised disabilities who are *genuinely unable to travel* by private or public transport\*
- iii) Patients whose medical condition, and or treatment, would make travelling by other means detrimental to the patient's condition, recovery or well-being.
- iv) Patients have a mental health condition, learning disability, or currently suffering from confusion and are *genuinely unable to travel* by private or public transport\*
- v) Have a medical condition which compromises their dignity and have no other means of transport

## Voluntary Car Schemes -

Collectively known as 'warwickshire Health Transport', these are volunteer run, home-to-health transport services of which there are 5 in warwickshire:

North  
warwickshire

Nuneaton and  
Bedworth

Rugby

Stratford on  
Avon

warwick  
District

Beeline

Beeline have a team of volunteer drivers who use their own cars to provide a door-to-door transport service mainly to hospitals, clinics and other essential health services such as doctor's surgeries, chiropodists, dentists and opticians.

Volunteer Centre

All drivers are volunteers and use their own vehicle to provide the service. Services include; one way, two way, wait and return and support for passengers of medically related journeys. These can include visits to hospitals or day care centres, depending on driver availability.

WCVA

Warwickshire Community and Voluntary Action (WCVA) Health Car Scheme provides transport to health related appointments by volunteers using their own cars, for example: Hospital Appointments, Pre-op Assessments, Clinics, Dentist and GP appointments.

VASA

Voluntary Action Stratford on Avon District (VASA) transports people to appointments at hospitals, doctor's surgeries, dental surgeries and day centres across Stratford District and beyond., regularly taking people to the hospitals in Coventry, Birmingham, Oxford, and London.

WRCC Community  
Cars

A volunteer car service that helps people living in the Warwick District to attend their health-related appointments. Medically related social journeys such as visits to hospitals or day care centres are also undertaken.

Coleshill Road, Atherstone

CV9 1BN  
01827 717074  
[beelinect@gmail.com](mailto:beelinect@gmail.com)  
Monday-Friday, 09:00-13:00

Darlaston House, 4 School Rd,  
Bulkington, Bedworth

CV12 9JB  
02476315151  
[info@volunteercentre.org.uk](mailto:info@volunteercentre.org.uk)  
Monday-Friday, 09:30-15:00

19&20 North Street, Rugby

CV21 2AG  
01788574258  
[information@wcava.org.uk](mailto:information@wcava.org.uk)  
Monday-Friday, 10:00-13:00

Suite 3, Arden Court, Arden  
Street, Stratford on Avon

CV37 6NT  
01789296344  
[info@vasa.org.uk](mailto:info@vasa.org.uk)  
Monday-Friday, 10:00-13:00

Warwick Enterprise Park,  
Wellesbourne, Warwick

CV35 9EF  
01789472615  
[www.ruralwarwickshire.org.uk](http://www.ruralwarwickshire.org.uk)  
Monday-Friday, 10:00-13:00

# Total Transport Project

The Total Transport Project has been a Department for Transport funded pilot project looking at integrating and raising awareness of non-emergency patient transport options in warwickshire, from public transport to voluntary car schemes.

## One-stop number and website

Recently, a one-stop number – **01926 412300** – and website – [www.warwickshire.gov.uk/healthtransport](http://www.warwickshire.gov.uk/healthtransport) – were launched to provide all Warwickshire residents with the information that they need to make informed decisions about home-to-health community transport. The number acts as an automated information line, pinpointing those who are physically able to use public transport services and those who are not able to travel independently to one of the 5 appropriate voluntary car schemes. The website displays information for all services across the county and is advertised alongside the one-stop number via posters in GP surgeries, hospital waiting rooms and family clinics.

## Volunteer Recruitment

The project has also produced a volunteer recruitment campaign relating to the 5 voluntary car schemes. An additional number and website has been produced for people wanting to register interest in volunteering for one of the voluntary car schemes - **01926 412600** - <http://www.warwickshire.gov.uk/hiddensuperhero>.

In order to meet the increase in demand this new information about the scheme might generate, Warwickshire County Council are currently looking to recruit a number of new volunteers across all areas of the county, and have recently assisted Warwickshire Health Transport with recruitment drives in Rugby's Library and the Royal Priors in Leamington Spa, which attracted a number of people seeking more information about becoming volunteers.



## Smaller Transport Services Addressing Social Isolation Needs

### Harbury Energy Initiative E-car Club

A volunteer transport service launched using Harbury's E-Car Club vehicles to provide free transport to those who for physical or financial reasons have few or no options for transport. The scheme works on a referral basis alongside local agencies including food banks, social services, children's centres and surgeries.

### UBUS

UBUS is a community mini bus available to book. It is operated in Stratford on Avon District for those who struggle to reach local destinations during the week between 9.30am and 2.30pm. It is for any age of user, aimed at those who have a need for transport, who cannot use public transport due to mobility issues and for those who are rurally isolated.

### Shipston Link

Shipston Link provides volunteer run community bus services from the surrounding villages of Shipston on Stour, taking people into the town centre and to the medical centre alongside journeys to surrounding towns and villages. This service can be used for social and shopping purposes.

### CAR-GO-BUS

Not-for-profit organisation enabling local community groups and individuals to access facilities they cannot access normally. Access may be limited due to public transport not operating or it being inaccessible for specific individuals. The service is affordable, ensures users have access to the facilities they want to use and can be used by anyone when there is no other form of transport.

### Community Transport

Serving the City of Coventry and the wider surrounding areas, with up to 40 accessible and non-accessible minibuses are available for self-drive hire or hire with one of our professional drivers, with journeys including: Shopper services, group transport, and transport to healthcare appointments.

### Community Links

Dial a Ride service for all Stratford District residents of any age who are unable to access public transport because of mobility problems or they live in an isolated location with no other transport available.

## Journey Data



Operator	Number of health related journeys during November 2015
WMAS	10,320
Beeline	448
Medicar	498
WCAVA	437
WRCC	576
VASA	1,396

Data collected in in November 2015 identified 10,320 journeys undertaken by WMAS. 1,500 journeys were undertaken by the VCS's, some of which would have been sub-contracted WMAS journeys. 36% of WMAS journeys were for renal patients of which 72% were walking patients and 18% were wheelchair users. For the 64% of non-renal WMAs journeys only 26% are mobile enough to be able to walk. (JMP Consultants Ltd, 2016)

That's a total of 13,675 health related journeys during November 2015!