



You MUST call the contact centre when your patient

Requires a **Bariatric Wheelchair**
or **Bariatric Stretcher**

Is going to a **Private Address**
on a **Stretcher** (rather than a
nursing / care home or a
healthcare facility)

Is **EOL**

Has **Complex Needs** e.g. requires
suction or has any drips, drains or
syringe drivers in place

CONTACT CENTRE: 0300 123 9841

Booking Mobility

Single Crew

The patient can travel in a sitting position and will need the support of one person to get to and from the vehicle, in and out of a seat and into their destination. If the patient requires a wheelchair to and / or from the vehicle this should be specified in the 'Journey requirements' section. Please note that single crew vehicles are normally not ambulances but smaller wheelchair accessible vehicles. Please note also that patients living with dementia are not suitable to travel single crew.

Double Crew

The patient can travel in a sitting position. Will need the support of two people to get to and from the vehicle, in and out of a seat and into their destination. If the patient requires a wheelchair to and / or from the vehicle this should be specified in the 'Journey requirements' section.

Stretcher

The patient is bed bound or cannot travel in a sitting position and will need a stretcher.

Walker

The patient is independently mobile and can travel in a car. Please note that you should not normally be booking discharges for patients using this category as they could use a taxi, be collected by friends or family, or be discharged using a 'take home and settle' service.

Travel in Chair 1

The patient cannot transfer at all and will need to remain in **their own** wheelchair all the way from the pick up to the destination including in the vehicle. They will only need the support of one person during the journey. Please note patients may not travel in the crew's wheelchair except under special circumstances - please speak to your HLO or the contact centre for further information.

Travel in Chair 2

The patient cannot transfer at all and will need to remain in **their own** wheelchair all the way from the pick up to the destination including in the vehicle. Additionally they will need the support of two people during the journey. Please note patients may not travel in the crew's wheelchair except under special circumstances - please speak to your HLO or the contact centre for further information.

Making Tick Box Selections

There are three separate expandable lists of tick boxes within the booking form:

Disabilities

A list of some conditions that are relevant to how we would transport a patient.

Equipment

A list of some things we need to know if the patient has with them, transported entirely at the discretion of the crew or driver.

Travel Requirements

A list of requirements the patient may have for their journey.

It is very important you **open and scroll through each list and make any selections that are relevant**. **Do not just ignore them**. Not bothering to provide this information will mean your discharge being delayed.

Patient and Journey Notes

There are two free text fields available for you to type information relevant to your booking:

Patient Notes

In this field you should type any information concerning the patient's medical or general condition, mobility or welfare that you would want us to know. You do not need to duplicate any information already provided using the tick box selections mentioned above. If there is out of date, inaccurate information in this field when you begin your booking you must erase or correct it. Failure to do so may delay your patient's discharge.

Journey Notes

What you type in this field is displayed as additional information on the PDA of the crew or driver allocated the journey. Therefore, here you should type any notes specifically concerning this journey that they would need to know e.g. that the patient has their own key with them, any key safe numbers or door codes, information about finding difficult to locate properties, a preferred route into a property or arrangements for access, a time that carers are due at the patient's home and so on. Again, you do not need to duplicate any information already provided using the tick box selections mentioned above.

Common Sources of Delays

- Please **do not** book patients ready before they actually are.
- Please make sure your patient is completely ready to leave **at the time you have booked for** e.g. any cannulas have been removed, TTOs are on the ward, personal belongings are packed, discharge summary is printed, and the patient hasn't just been served a meal.
- Please make sure **all relevant information** has been included in your booking so that our control centre, HLOs or crews don't need to make additional enquiries before we can send a vehicle to you and to ensure we send an appropriate resource for your patient's needs.
- Please include an extension number for your ward in the field marked 'PAS' in the 'Requestee details' part of the booking form so that we can reach you promptly if we need to clarify anything.