



South Central Ambulance Service **NHS**
NHS Foundation Trust

PATIENT TRANSPORT ONLINE BOOKING SERVICE

USER GUIDE



BACKGROUND

In order to provide a more efficient service to both hospital departments and GP practices, South Central Ambulance Service has an online booking system for Patient Transport Services. The service runs through NHS.net which is a secure network and approved by the NHS Information Authority.

It gives departments and practices the ability to book transport for their patients online and receive an instant reference number. It also allows users to cancel and make amendments to transport booked for their patients. The system also incorporates a mail system accessible to all users.

For any Online issues or queries please email the following email address:
nepts.online@scas.nhs.uk

For any urgent assistance you can also contact our online trainer;

Andrea Reed - Online Training
Co-ordinator 0776 613 4083

SCAS PTS Online Booking system is available 24/7.

Please note, Outpatients can only be booked up until 15:00hrs the day before travel.

Booking outside of these times need to be made via the Contact Centre on 0300 123 9841

Hours of operation

All services are available seven days a week, including bank holidays (0800-2200), during the following hours:

07:00 – 22:00

Outpatient appointments, admissions to and discharges from hospital.

06:00 – 23:00

Renal patients travelling to an acute renal site or satellite.

Bariatric patients (who may require an assessment before travel) need to be booked via contact centre on: 0300 123 9841

Assessments can take up to 48 hours unless the patient is booked to travel the same day.

REQUIREMENTS

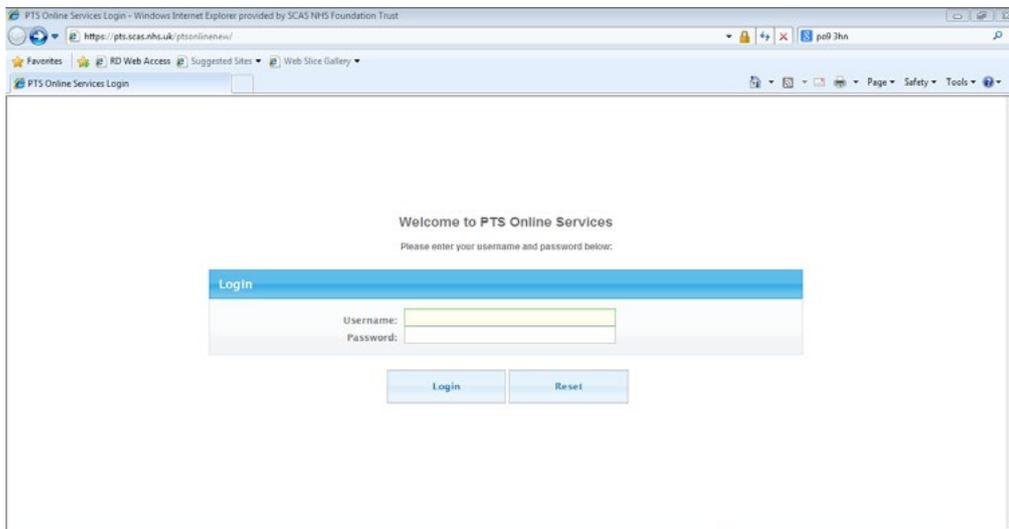
1 To run PTS online Services you will need access to the NHS Net.



2 The program runs through Internet Explorer.



3 Finally, you will need to enter the following address:
▶ <https://pts.scas.nhs.uk/ptsonlinenew>



Getting Started

When you go to the link, you will see the above logon screen.

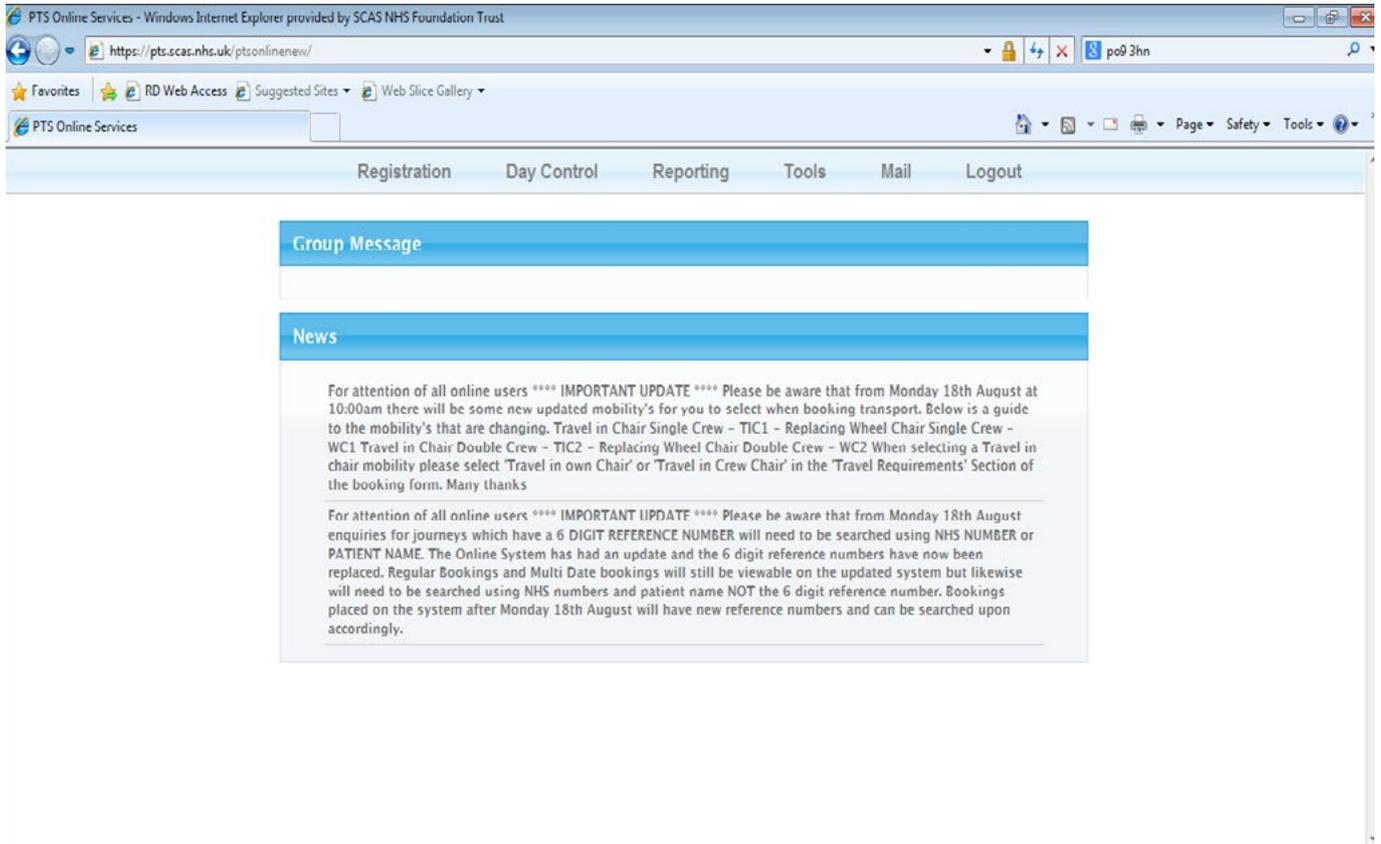
Username and password

Your password can be changed online by you but it will be set to 'password' in the first instance. You will be set up in a group which allows you to book/cancel and make enquires about patients within your group.



LOGGED IN

When you have successfully logged in you will see the following menu screen. If there has been any changes to the online system you will be notified by a news popup that has to be ticked as read.



HOW TO MAKE A BOOKING

On the log in screen select Registration and then Bookings on the drop down menu and you will see the following screen (below).

Each patient on the system is saved and all journeys are attached to that record, you can access the patient's details by entering their NHS number postcode and house number.

(If this screen does not appear, please see **Appendix II**)

Enter the NHS number, and tab to the postcode of the patient. If the patient is already on our system this box will disappear and leave the booking form filled out with the patients details. If not then tab to the postcode field and enter the patient's postcode. The system will then search for all patients under the postcode you have entered and produce a list underneath. If your patient appears on the list, select the patient using the mouse and click on 'Accept'.

If the address contains a flat or apartment number, you may need to type "Flat 1" in order for the address to appear correctly.

If you don't have the patient's postcode you can enter their house number in 'location' and the road and the system may find it for you.

In cases of nursing homes, there may be many patients registered to one address.

Once you have clicked on accept it will produce a list of patients registered under that address who have travelled before from their home to a treatment centre.

If you cannot find your patient on the list click on cancel. The address is filled out on the form and you need to fill out patient details manually.

On some occasions, you may see duplicate records, although we are making every attempt to delete duplicate records, if this does happen, just choose the record with the most correct information.

The screenshot shows the 'Passenger Search' interface. It features a central form with the following fields: UPC, Surname, Forename, DOB, Gender (with buttons for Unknown, Male, Female), Postcode, House No/Name, Road, District, Town, and County. Below these fields are buttons for 'Find Passenger', 'Clear Data', 'New Booking', and 'Close'. To the left is a 'Toolbar' with buttons for 'View Audit', 'View Multidates', 'Linked Booking', 'Passenger Log', 'Journey Log', 'Regular Booking', 'Test Criteria', 'Journey History', and 'Save Booking'. To the right is a sidebar with 'New Passenger' and 'New Journey' sections, and a 'Booking Areas' list with 'Requestee' selected. At the bottom, a table header is visible with columns: House No/Name, Road, District, Town, County, Postcode.

The Five Sections of the Booking Screen

(I) Patient Details

It is essential that we are provided with information up to date and relevant information relating to the patient.

The screenshot shows a web browser window titled 'Booking Page - Windows Internet Explorer provided by SCAS NHS Foundation Trust'. The address bar shows 'https://pts.scas.nhs.uk/ptsonlinenew/frmBooking.aspx'. The page has a navigation menu with 'Registration', 'Day Control', 'Reporting', 'Tools', 'Mail', and 'Logout'. The main content area is a form for a 'New Passenger'. The form includes the following fields and buttons:

- Find Passenger...** (button)
- NHS No** (text input)
- Override Flag** (text input)
- Title** (text input)
- Forename** (text input)
- Surname** (text input)
- DOB** (text input)
- Landline** (text input)
- Mobile** (text input)
- SMS Flag** (checkbox)
- Practice** (text input)
- Find Practice...** (button)
- Weight** (text input)
- Address** (text area)
- Find Address...** (button)
- Disabilities** (text input)
- Disabilities...** (button)
- Passenger Notes** (text area)

On the right side, there is a sidebar with 'New Passenger?' and 'New Journey?' sections. The 'Booking Areas' section includes: Passenger, Appointment, Journey, From/To Address, and Requestee (highlighted in red). The 'Toolbar' section includes: View Audit, View Multidates, Linked Booking, Passenger Log, Journey Log, Regular Booking, Test Criteria, Journey History, and Save Booking.

NHS Number	This is a reference unique to the patient – the patient’s NHS number should be entered here you cannot make a booking without it.
Title	Mr/Mrs/Miss/Ms/Master/Child
Forename	First name
Surname	Family Name
DOB	Patient’s Date of Birth – this will help search for patients, particularly with hospital or GP Practice enquiries.
Telephone	Home telephone number of patient – please enter phone number to help us locate patients or to advise them of any problems.
Disability	Select any disability the patient may have e.g. communication problems or dementia
Practice	Type in practice name and a box will appear, fill this in and confirm it

(II) Date Details

Date	This is the date of appointment
Monday-Sunday	Please type in appointment time in the relevant day boxes

The screenshot displays the 'Appointment Details' form within a web browser. The browser's address bar shows the URL <https://pts.scas.nhs.uk/ptsonlinecw/frmBooking.aspx>. The page features a top navigation bar with 'Registration', 'Day Control', 'Reporting', 'Tools', 'Mail', and 'Logout'. A left-hand toolbar contains various utility buttons such as 'View Audit', 'View Multidates', 'Linked Booking', 'Passenger Log', 'Journey Log', 'Regular Booking', 'Test Criteria', 'Journey History', and 'Save Booking'. The central form area is titled 'Appointment Details' and includes the following fields:

- Date:** A text input field with a green border and a 'Regular Flag' label below it.
- End Date:** A text input field.
- Frequency:** A text input field.
- Day Selection:** A grid of input fields for each day of the week (Monday to Sunday), each with a corresponding 'Return' option (e.g., Monday Return, Tuesday Return, etc.).

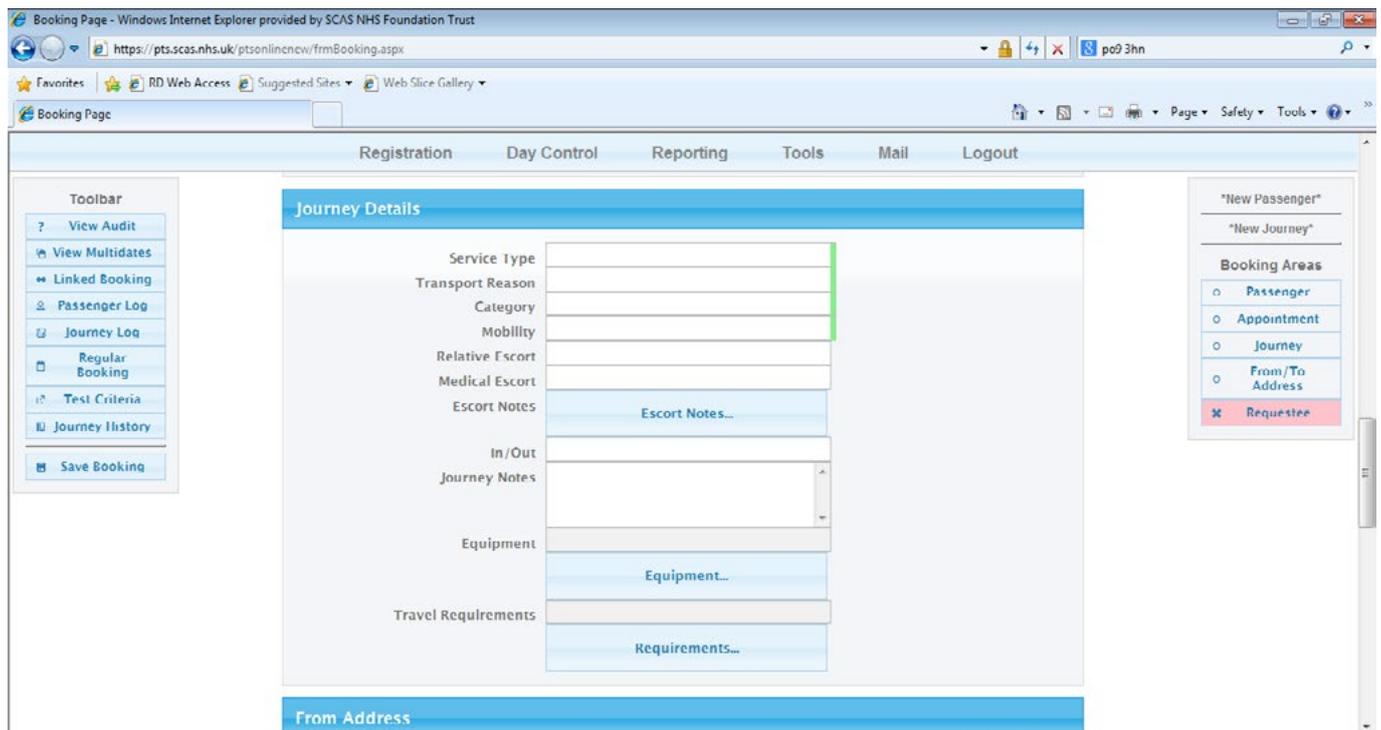
On the right side of the form, there are three sections:

- 'New Passenger':** A section for adding a new passenger.
- 'New Journey':** A section for adding a new journey.
- Booking Areas:** A list of radio button options: 'Passenger', 'Appointment', 'Journey', 'From/To Address', and 'Requestee' (which is currently selected).

At the bottom of the form, there is a section titled 'Journey Details'.

(III) Journey Details

Category	Please select type of category
Mobility	Please select type of mobility
Relative Escort	Maximum of 2 relative escort, if any more you need to call our office
Medical Escort	Maximum of 2 medical escorts, if any more you need to call our office
Escort Notes	Please select a reason for the escort/s within the Escort Notes section. This has to be filled out to make a booking.
Equipment	Any equipment that is allowed to go with patient, entirely at discretion of crew or driver. If no equipment is relevant, 'NONE REQUIRED' needs to be ticked.
Requirements	Tick any boxes for any patient requirements *
Notes	Click on symbol, this is for any notes for the journey e.g. Key code number



* Please note that is mandatory you complete the patient requirements field if you have booked a travel in chair patient, the relevant information e.g travel in crew chair or travel in own chair has to be ticked.

(IV) Address from and address to

The screenshot shows a web browser window with the URL <https://pts.scas.nhs.uk/ptsonlinenew/frmBooking.aspx>. The page has a navigation menu at the top with options: Registration, Day Control, Reporting, Tools, Mail, and Logout. On the left is a 'Toolbar' with buttons for View Audit, View Multidates, Linked Booking, Passenger Log, Journey Log, Regular Booking, Test Criteria, Journey History, and Save Booking. On the right is a sidebar with 'New Passenger' and 'New Journey' sections, and a 'Booking Areas' section with radio buttons for Passenger, Appointment, Journey, From/To Address, and Requestee (which is selected). The main content area is divided into two sections: 'From Address' and 'To Address'. Each section has a header bar and four input fields: Hospital, Department, Consultant, and Address. The 'From Address' section has a house icon in the top left corner of its input area, while the 'To Address' section does not.

Address from	Click on house symbol that will appear if the patient is travelling from home address, if different pick up address then put the postcode of the pick up address and change the house number to the correct address
Address to	Click on top box and type the first letter of the hospital required, this box should fill out the address automatically. Then select the department required.

(V) Requestee

The screenshot shows the 'Requestee' form in the Booking Page application. The form is titled 'Requestee' and contains the following fields:

PIN No	<input type="text"/>
Type	<input type="text"/>
Name	<input type="text"/>
Tel No	<input type="text"/>
Method	Online
Date	22/08/2014 10:38:29
Caller	<input type="text"/>
PAS	<input type="text"/>

Below the form is a 'Submit' button. The application interface includes a top navigation bar with 'Registration', 'Day Control', 'Reporting', 'Tools', 'Mail', and 'Logout'. A left sidebar contains a 'Toolbar' with options like 'View Audit', 'View Multidates', 'Linked Booking', 'Passenger Log', 'Journey Log', 'Regular Booking', 'Test Criteria', 'Journey History', and 'Save Booking'. A right sidebar shows 'Booking Areas' with 'Requestee' selected.

Some of the bottom section of the form should be filled out automatically, all you have to do is put your 'TYPE' which will be Hospital, GP, Practice, the name of the Hospital, GP or Practice and the name in the caller box.

Now you are ready to save your booking.

Please click SUBMIT at the bottom you will see a progress bar to let you know the booking is being processed and after a short pause you should see the following screen:

The screenshot shows the 'New Journey' confirmation screen in the Booking Page application. The screen displays the following information:

Passenger ID: 2243
Journey ID: 18979

Booking Areas:

- ✓ Passenger
- ✓ Appointment
- ✓ Journey
- ✓ From/To Address
- ✓ Requestee

Message: Journey saved! - Journey reference: 18979

Buttons: Find Passenger..., New Journey, OK, Find Practice...

Form fields:

Landline	02380121212
Mobile	<input type="text"/>
Practice	Lee-on-the-solent Health Centre-Lee-on

At the bottom, it says: Mr, Training, Online, 05/09/2014, Outpatient, Double Crew

Please make a note of the reference number and continue with the next booking.

Regular bookings (this option is only available to hospital departments)

Regular bookings	Tick the regular journey box
End Date:	Please enter the end date for this booking if known, this is the last date that the patient has treatment
Frequency	e.g. 1 = every week. 2 = every fortnight etc.
Journey Notes:	Please enter any information which will be useful to the crew.
Days and Times:	Please enter dates and times of regular appointments, appointments must be from and to the same locations each week.

Multi-date bookings

This function needs to be added to your account by an administrator, so please email your Online Trainer (contact details in the front of this guide) for this facility to be added to your account.

To book a number of dates for the patient please click 'View Multidates' to the left of the screen. You can then add each date in one by one.

The screenshot shows the 'Booking Page' in a web browser. The main content area is titled 'Passenger Details' and contains the following information:

- NHS No: 22222
- Title: Mr
- Forename: Training
- Surname: Online
- DOB: 01/01/1990 (24 Years)
- Landline: 02380121212
- Mobile: (empty)
- Practice: Bitterne Park Surgery-Thorold Road, South

Buttons include 'Find Passenger...', 'Override Flag', 'SMS Flag', and 'Find Practice...'. The bottom of the page shows 'Mr, Training, Online'.

CANCELLATIONS

On the main menu select under Registration select cancellations and you will see this box.

If you have the journey reference, please enter the number in the journey ID box and click on submit. If you do not have the reference number, you may enter some or all of the variables.

Please remember that if another person has entered the booking they may have entered names with a slightly different spelling. When you have found the correct journey click on cancel which is located on the right hand side (the square inside the circle)

ID	Name	Start	End	Time	Journey	Call Sign	Run	Mob	Cat	Status	Options
12058	Mr Training Online	26/08/2014	26/08/2014	11:00	From: South Central Ambulance, Woodside Avenue, Eastleigh, , SO50 4ZR To: Southampton General Hosp, Occupational Therapy ,			SC.	OP	Active	

You will then get this box

You will then need to select a 'reason' from the drop down menu that appears. In the 'Authorised by' box you simply enter who has cancelled the journey. Finally inside the method box you select how you were told from the menu that appears.

Suspending or cancelling regular journeys

When a regular journey is booked on cleric, the reference number given is the master reference number. The day before the journey another number is generated by the system specific to that journey. Consequently it is advisable to search under the patient's name and date of booking when making enquires either the day before or on the day of travel.

Therefore it is important to know the difference between a generated and regular journey. A regular journey will have a different end date whereas a generated journey will have the same start and end date.

Suspensions

Suspensions can only be made more than two days in advance. If you want to suspend journeys less than two days before the date of travel, you will need to call the Contact Centre on 0300 100 0024

If you want to suspend a journey for more than two days in advance you will need to select Suspensions under the Registration icon.

You will then see this screen:

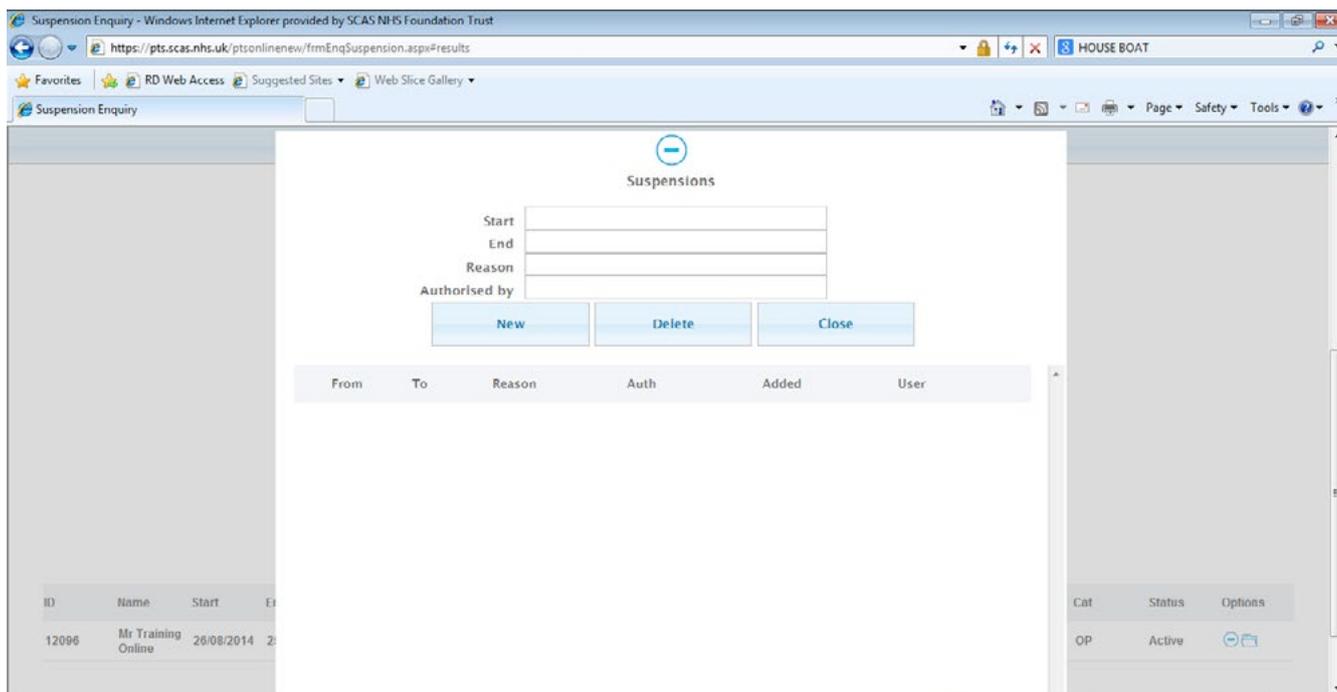


Enter the reference number, when the system has found the booking click on 'Suspensions'.

ID	Name	Start	End	Time	Journey	Call Sign	Run	Mob	Cat	Status	Options
12096	Mr Training Online	26/08/2014	25/12/2020	13:00 (Reg)	From: South Central Ambulance, Woodside Avenue, Eastleigh, , S050 4ZR To: Southampton General Hosp, Physiotherapy Dept,			SC.	OP	Active	



Enter the requested information and click on close.



Enquiries

Enquiries allow the user to search for either previous or outstanding patient transport bookings. It can also be used to produce clinic lists for patients on transport or for audit purposes by hospitals and surgeries.

Reporting (Additional Privilege)

Click on the Reports icon. In the date range field select the to and from dates to be searched (Max 31 days). In the Report Heading Header X axis select mobility & category from the drop down menu. In the Report By Y axis select contract hospital, then click on submit. A new screen will display the amount of patients per mobility category, aborts and cancellations for the hospital(s) you have access too in the date range you selected. This facility is only available at the discretion of the South Central Ambulance Service online coordinators and management.

Additional Information for Day Hospitals and Outpatient Clinics

Day hospitals can only suspend journeys more than 2 days before the day of travel. However it is possible to print a list of journeys for the following day and cancel any journeys up to 2.00pm the day before travel.

To print a list of patients who are scheduled to travel, first select Enquiries and enter the date from and to, the name of the hospital and department.

APPENDICES

Appendix I - Equipment

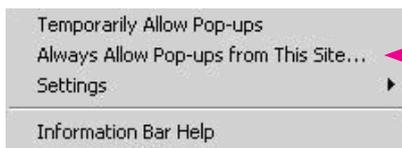
Please note, that sometimes it is not possible to carry patient's own equipment. If the patient does require equipment to be carried, this should be completed at the booking stage. The crew will only be able to carry equipment if it can be secured safely but if you have included a frame on your booking every effort will be made to plan the journey to a vehicle which can accommodate the frame. There is a luggage limit of 10kg but where possible please request alternative ways of transporting luggage e.g. with family members.

Appendix II – pop-ups

If this screen does not appear you may need to change the settings on your computer which automatically block pop up screens. If your computer has been set up to prevent pop ups you will see the following box at the top of the screen:



When you click on this bar you will see the following menu:



Choose the second option:
'Always Allow Pop-ups from this Site'

You should only need to perform this operation once, if the problem persists, please contact your IT department.

Changing you screen Settings

PTS Online Services works best on a screen size which is 1024x768 pixels. If your screen size is wrong, the system will tell you when you log on and you will get this message screen:

Your current screen resolution of 800 x 600 falls below the required resolution of 1024x768. As a result, some screens may not appear as they were designed.

If you would like to change your screen, minimise the window you are working in and right click on any area of the screen which will give you this menu



Select '**Properties**' and you will see a box called '**Display Properties**'. Move the slider under the words '**Screen resolution**' until it shows 1024x768 your computer may then give you a time limit to change the settings, press yes and close the window.

Your computer will then show Cleric online to its best advantage.

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