



Non-Emergency Patient Transport



You could be eligible for transport to hospital appointments

www.ambulance.wales.nhs.uk



Do you or somebody you know experience difficulty travelling to hospital appointments?

If yes, you or they could be eligible for help with transport.

The Non-Emergency Patient Transport Service takes medically eligible patients from across Wales to and from their medical appointments at clinics and hospitals, this includes;

- Outpatients appointments;
- Dialysis and Oncology treatment;
- Day Centre and psycho-geriatric clinics;
- Planned admissions & discharges including inter hospitals transfers.

This service is only available for patients who meet an eligibility criteria based on their medical need.

If you do not meet the eligibility criteria we can advise you of alternative methods of transport, most suitable to your needs to enable you to make your own way to your appointment.

To find out more about how the service works, if you could be eligible for our transport or what other help you could be entitled to please visit

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You could be eligible for hospital transport if;

- You are receiving regular dialysis or cancer treatment;
- You require a stretcher for the journey;
- You require oxygen for the journey;
- You need to travel in your own wheelchair;
- You are unable to walk without continual support;
- You are unable to use public transport because you have a medical condition that would compromise your dignity;
- You have severe communication difficulties or;
- You will experience side effects as a result of the treatment for your condition.

If you think you could be eligible please call our Booking Line once you have received your hospital appointment letter on **0300 123 2303**

Cancelling Transport

Upto 100,000 Non-Emergency Patient Journeys every year result in the patient not travelling or not being there when our crews arrive to collect them. Cancelling transport if it is no longer needed is very important and allows us to offer the service to another patient. If you need to cancel a booking please call us on 0300 123 2303 to let us know or visit our website.



Gwasanaeth Cludiant Cleifion Di-frys



Ydych chi neu rywun rydych yn ei adnabod yn cael trafferth teithio i apwyntiadau ysbyty?

Os ydych, gallech chi neu nhw fod yn gymwys i gael help gyda cludiant.

Mae'r Gwasanaeth Cludiant Cleifion Di-frys yn mynd â chleifion sy'n gymwys yn feddygol o bob rhan o Gymru i ac o'u hapwyntiadau meddygol mewn clinigau ac ysbytai. Mae hyn yn cynnwys;

- Apwyntiadau cleifion allanol;
- Triniaeth dialysis ac oncoleg;
- Canolfanau ddydd a chlinigau psycho-geriatric;
- Derbyniadau a gynllunnir i'w rhyddhau, gan gynnwys trosglwyddo rhwng ysbytai.

Dim ond i gleifion sy'n bodloni meini prawf cymhwysedd ar sail eu hanghenion meddygol y mae'r gwasanaeth hwn ar gael.

Os nad ydych yn bodloni'r meini prawf cymhwysedd, gallwn roi gwybod i chi am ddulliau teithio amgen, sy'n fwyaf addas i'ch anghenion er mwyn eich galluogi i wneud eich ffordd eich hun ar gyfer eich apwyntiad.

Gallech fod yn gymwys i gael cludiant i'r ysbyty os;

- eich bod yn cael dialysis neu driniaeth canser yn rheolaidd;
- angen stretsiar ar gyfer y daith;
- Mae angen ocsigen arnoch ar gyfer y daith;
- Mae angen i chi deithio yn eich cadair olwyn eich hun;
- Nad ydych yn gallu cerdded heb gymorth parhaus,
- Yn methu â defnyddio trafndiaeth gyhoeddus oherwydd bod gennych gyflwr meddygol a fyddai'n peryglu eich urddas;
- Mae gennych anawsterau cyfathrebu difrifol neu;
- Byddwch yn profi sgil-ffeithiau o ganlyniad i'r driniaeth neu eich cyflwr.

Os credwch y gallech fod yn gymwys, ffoniwch ein llinell archebu ar ôl i chi dderbyn eich llythyr apwyntiad ysbyty ar **0300 123 2303**

Canslo Trafnidiaeth

Mae hyd at 100,000 o siwrneiau Cludo Cleifion Di-frys bob blwyddyn lle nad yw'r claf yn teithio neu ddim ar gael pan gyrhaeddodd ein criwiau i'w casglu. Mae canslo cludiant os nad oes ei angen bellach yn bwysig iawn ac yn caniatáu i ni gynnig y gwasanaeth i glaf arall. Os oes angen i chi ganslo archeb ffoniwch ni ar 0300 123 2303 i roi gwybod i ni neu ewch i'n gwefan.

Gallech fod yn gymwys i gael cludiant i apwyntiadau ysbyty

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I gael gwybod mwy am sut mae'r gwasanaeth yn gweithio, ac os ydych yn gymwys am ein cludiant neu am ba gymorth arall y gallech fod â hawl iddo ewch i

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