

Non-emergency transport services

For patients in Surrey going to
NHS appointments



Working in partnership with:

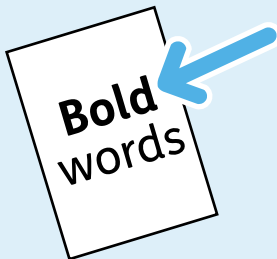
Easy Read



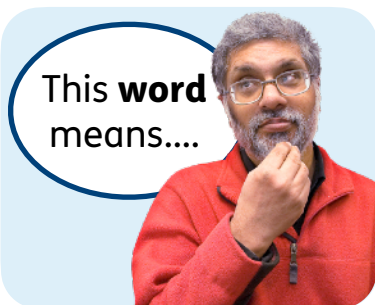
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

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About this leaflet



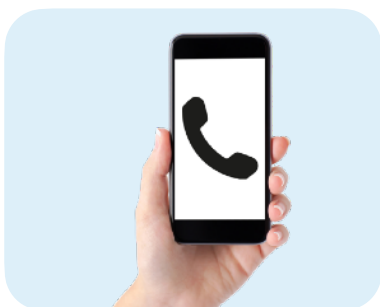
This leaflet is from EMED group.



From 1 April 2024, EMED will help people travel to NHS appointments when it is not an emergency.



This leaflet is for people who live in Surrey, who can have help to travel to NHS appointments from us.



To book travel in the future, patients and carers will now need to call EMED Patient Care on this number:
0300 131 2400



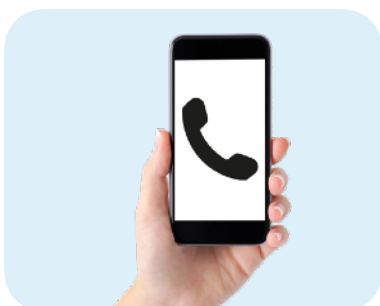
For more information, please look at our website:

www.emedgroup.co.uk/surrey

What to do if you have a booking already



If you already get help with travel to your NHS appointments, you do not need to do anything.



Please call us on this number if you have had any recent changes:
0300 131 2400

Recent changes are things like:



- New NHS appointments in a different place.



- New NHS appointment days or times.



- Moving to a new house.

Tell us what you think



Please tell us what you think about our service.



We may send you a **survey**.

A **survey** is a set of questions for you to answer.

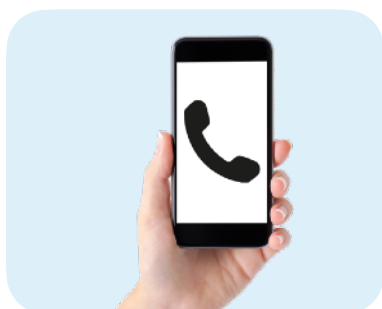


We will use your answers to make our service better for patients.

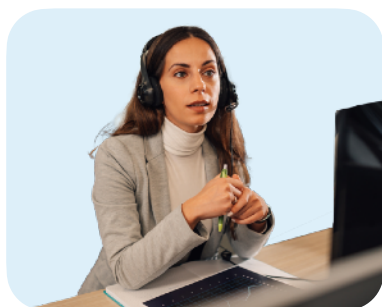
Some questions you may have



How do I know if I am able to get help to travel to my appointments?



Please call our EMED patient team:
0300 131 2400



The person who answers your call will ask you some questions to check if we can help you.



If we cannot offer you help, we will look at different travel choices in your local area that you may be able to use.



Can somebody else come with me when I travel?



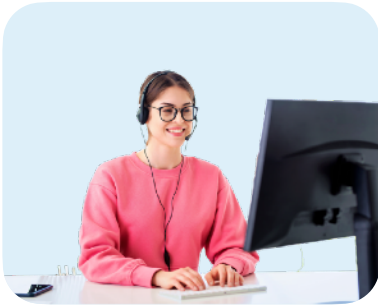
There is not much space on our transport.



We only let people travel with patients if they need someone to support their health needs on the journey.



What if my transport does not arrive on time?



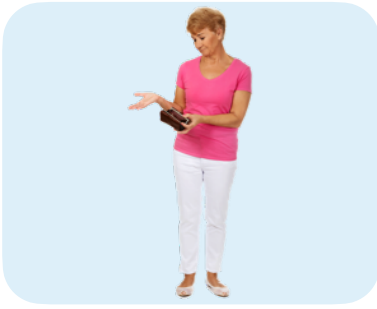
If your transport is late, we will call you.



Who do I contact if I have a problem on the day of my transport?



Please call EMED Patient care:
0300 131 2400



Do I have to pay to travel?



No, this is a free service that is part of NHS Surrey Heartlands.



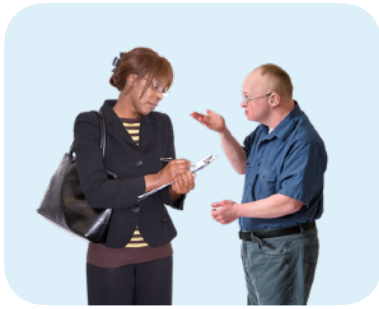
How can I cancel my booking?



Please call us on:
0300 131 2400



Please also make sure that the NHS Service you had an appointment with knows that you are not going to go.



Who do I contact about what I think of the service?

Please contact our Patient Experience Team by:



- Phone:
0300 777 8844



- Email:
patientexperience@emedgroup.co.uk



- Post:
Patient Experience Administrator
EMED Group
Unit 4b, Bridge Business Park
Burcott Road
Hereford
HR4 9LW

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