



**EMED**

Patient care



Easy  
Read

# Who we can help

How we decide if we can help patients travel to non-emergency hospital appointments



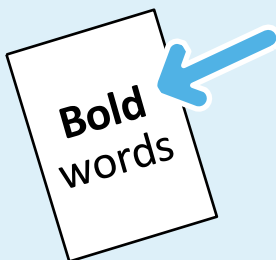
# Easy Read



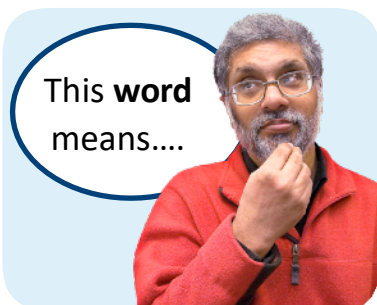
This is an Easy Read version of some information. It may not include all the information but will tell you about the important parts.



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 leaflet

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# About this leaflet



This flyer is from EMED Patient care.



It is about **Non-Emergency Transport Services (NEPTS)**.

**Non-Emergency Transport Services (NEPTS)** help patients travel to their NHS appointments that are not an emergency.



This is information about how we choose if a patient can get help to travel to their NHS appointments.



This is to make sure this service is used by people who need it most.

# Who we can help



NEPTS is used by people who need support to move around because of their health condition.

We can help people who:



- Have health conditions that mean they may need help.



- Have problems with moving around and need help with a wheelchair or stretcher.



- Are parents or carers of children who are travelling to non-emergency appointments.



You can find out more information about who we can help on the NHS website:

[www.nhs.uk/nhs-services/hospitals/going-into-hospital/how-to-organise-transport-to-and-from-hospital/](http://www.nhs.uk/nhs-services/hospitals/going-into-hospital/how-to-organise-transport-to-and-from-hospital/)

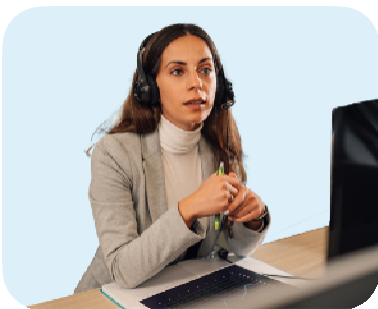
## When we cannot help



We cannot organise travel for patients who cannot afford to pay for their travel.



If you cannot afford to pay to travel to NHS appointments, you can ask for help from the healthcare travel costs scheme on this website: [www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/](http://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/)



If you call us for more information and we cannot help, we will try to let you know about other services that could help you.

# Find out more and talk to us



You can look at our website here:

[www.emedgroup.co.uk](http://www.emedgroup.co.uk)



If you want to talk to us you can email us:

[info@emedgroup.co.uk](mailto:info@emedgroup.co.uk)

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