

SOP37 (Prev. OP29)

Booking of Non Emergency Patient Transport

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1.0 Procedure Statement

1.1 The Royal Wolverhampton NHS Trust procedure is that non-emergency patient transport will be booked based on the National eligibility criteria referred to below.

The aim of this procedure is to:

- Define the eligibility criteria for non-emergency patient transport;
- Define the booking procedure for non-emergency patient transport;
- Define the mobility categories;
- Ensure all staff are aware and understand this Procedure, as well as their role in its implementation.

1.2 The relevant DOH guidance for Patient Transport Services (PTS):

- Mobility categories
<https://www.england.nhs.uk/long-read/non-emergency-patient-transport-mobility-categories-guidance/>
- Transport support for patients attending in-centre haemodialysis.
<https://www.england.nhs.uk/commissioning/spec-services/npc-crg/group-a/renal-services/transport-support-for-patients-attending-in-centre-haemodialysis/>
- NHS Non-Emergency Patient Transport Service (NEPTS) review.
<https://www.england.nhs.uk/urgent-emergency-care/improving-ambulance-services/nepts-review/>
- Non-Emergency Patient Transport Eligibility Criteria (May 2022)
<https://www.england.nhs.uk/publication/non-emergency-patient-transport-services-eligibility-criteria/>

2.0 Definitions

2.1 Definition of Medical Need

“Clinical need for treatment does not imply a need for patient transport. The principle which applies is that the patient must be able to reach and return from hospital in a reasonable time and in reasonable comfort, without detriment to their medical condition. If this is not possible, patient transport may be provided.”

2.2 Definitions for Patient Mobility

The correct definition of mobility is of the utmost importance when booking transport and an incorrectly booked mobility will result in the patient missing an appointment or a delay in discharge from Hospital.

- Complex – Needing more than 2 crew members to assist patient into ambulance or their property. **Requires 48 hours notice**

A risk assessment is usually completed to determine the number of crew required and if specialist equipment is necessary.

- Bariatric - Stretcher or Wheelchair – (BWC2 or BWST2)

- **Requires 48 hours notice**

A patient who requires non-standard equipment to accommodate their weight

and/or body shape and includes anyone regardless of age.

Bariatric is defined as a BMI greater than 40kg/m² and/or body weight equal to or more than 40kg above weight for height (NICE 2006).

- Stretcher (ST2)

A person required to be transported in a lying down position.

- Wheelchair Patient (WC1 or WC2) if Electric (EWC1 or EWC2)

A patient requiring for special reasons to be transported either in or with their own wheelchair; if the wheelchair is electric, extra wide or high, you must mention this at the time of booking. It would also be useful to ask the patient if there is purpose-built access at their home.

- Two-Man Lift (DC2)

A patient who can sit, but cannot walk, and requires to be lifted or carried at some point of their journey. A patient who normally walks unaided at home or hospital may need assistance to climb the steps of the vehicle and be classed as a two-man lift.

- Walking/Car (W1 or W1A)

A patient who requires no more than one member of staff to assist him or her into the vehicle and who, once in the vehicle, occupies one sitting space only. It must be established whether the patient can travel by car.

2.3 Definitions of Eligibility Criteria

The Hospital Transport Service is **only** to be made available to patients who have a **medical need** which satisfies **one** of these specific criteria ([Appendix 5](#)):

Stretcher patients

Patients who are being transferred to another hospital

Patients who require continuous oxygen or other medical gases

Patients who require continuous intravenous support

All Renal Dialysis patients going to a Dialysis Centre

Any patient identified as needing specialist handling

Baby in incubator.

Individual consideration will also be given to patients who have no alternative means of private or public transport available and who satisfy any the following supplementary criteria:

Patients in wheelchairs who are medically unfit to travel by any other means;

Patients with psychiatric problems or learning difficulties who are unable to use public transport;

Patients with a medical condition that would compromise their dignity or would cause public concern if public transport was used;

Patients who cannot walk without the continual support of another person or walking aid (ie.g. Zimmer frame);

Patients who experience side-effects as a result of the treatment they receive which prevents them from using private or public transport.

2.4 Definitions for Escorts

Outpatient Escorts

The designated transport staff will escort the patient to and from hospital. The Trust welcomes relatives and friends to meet a patient at their point of destination, although they will be unable to accompany the patient on their journey unless they satisfy one of the following criteria:

The patient is under 16 years of age;

The patient has psychiatric problems or learning difficulties and needs constant supervision during the journey;

The Patient is blind / hard of hearing and has requested assistance (guide dogs are accepted with prior notice);

The patient resides in a Residential Care establishment due to their medical condition;

A maximum of only **one escort**, who must themselves be fit to travel unassisted, will be permitted to travel.

3.0 Accountabilities

- 3.1 The Chief Executive of The Royal Wolverhampton NHS Trust, supported by the Trust Board, accepts responsibility for the implementation of this procedure. Divisional Directors, Divisional Managers and Specialty General Managers have the responsibility for ensuring full compliance within their respective areas.
- 3.2 The Directorate Manager Patient Services will ensure that any change in procedure will be communicated to all users.
- 3.3 This procedure applies equally to all employees of the Trust who have a responsibility for booking and, or assessing a patient's eligibility for non-emergency patient transport and will apply to all sites within the contracted area of the service provision.
- 3.4 It is the responsibility of Trust Managers to keep the Patient Transport Department informed and involved in all organisational / departmental developments which are likely to have an impact upon the non-emergency patient transport service. This will ensure that any changes to service provision and demand can be directed to Black Country and Staffordshire ICB's as they are the contract supplier.

4.0 Procedure Detail

Assessment of Eligibility Criteria for Non-Emergency Patient Transport

- 4.1 It is the responsibility of medical or senior qualified clinical staff to assess whether an **inpatient** meets the Eligibility Criteria for Non-Emergency Patient Transport ([Appendix 2](#)) & ([Appendix 5](#)).
- 4.1.1 **Outpatients** attending New Cross or West Park Hospitals or Wolverhampton Community Clinics can use the Non-Emergency Patient Transport Booking Form ([Appendix 1](#)) to self-assess their eligibility for Non-Emergency Patient Transport against pre-defined criteria (see point 2.3), or they can call directly into the Trust's booking office. 01902 694999 **Outpatients** attending

Cannock Chase Hospital will need to call directly to EMED Booking Office 0330 3800 515. Transport will only be made available to those patients deemed to have met the agreed criteria. Exceptions to this are Renal patients who need to make '**Block Bookings**' for hospital transport (see point 4.1.2).

- 4.1.2 Renal patients require a **Block Booking** for hospital transport they are automatically eligible to receive transport when going for Dialysis at a Renal unit.

Other patients that may need block bookings when having numerous days or weeks of treatment, (ie oncology) can also use the block booking process, these patients will be assessed using the eligibility criteria.

4.2 One- or Two-Way Journey

Depending on an individual's circumstances and reason for attending Hospital, patients may be able to travel unassisted to Hospital but require transport after their treatment or vice versa (e.g. Renal/Oncology/Ophthalmology patients). Each patient will be assessed using the eligibility criteria.

4.4 Patient Transport Reservations

- 4.4.1 All non-emergency patient transport bookings must be made at least 24 hours in advance. This will ensure that the provider is able to channel resources necessary to satisfy demands of the service and thus avoid potential delays.
- 4.4.2 It is the responsibility of the member of staff who is requesting the hospital transport to contact the Patient Transport Booking office when a patient is being transferred or discharged. It is the responsibility of the patient or their representative to book any outpatient appointments

4.5 Quality Standards

The following standards are applied to Patient Transport Services (PTS):

- 85% of planned inward journeys will be either 60 minutes before or 10 minutes after the time of the appointment;
- 85% of planned outward journeys must wait no longer than 60 minutes after booked ready time;
- 80% of unplanned journeys must have no more than a 180-minute wait;
- Once the patient has been collected, the journey to / from Hospital will be no longer than 90 minutes within 15 miles of the Hospital.
- Bariatric patients need 48 hours notice

4.6 On the Day Bookings (Less than 24 Hours Notice)

- 4.6.1 On the day bookings will only be accepted for Oncology and Renal patients

4.7 Authorisation of Non-Emergency Patient Transport

- 4.7.1 Medical staff within the Trust can authorise the use of non-emergency patient transport for any **inpatient**. However, it is recognised that in certain circumstances the assessment may be delegated to another senior qualified

clinician such as a Registered Nurse, a Senior 1 Physiotherapist / Occupational Therapist.

- 4.7.2 Staff in the Patient Transport booking office at New Cross will authorise the use of non-emergency patient transport for all patients attending an **Outpatient** Department at The Royal Wolverhampton NHS Trust.

4.8 Right to Refuse Booking

- 4.8.1 The Patient Transport Department reserves the right to refuse any transport booking.
- 4.8.2 If a transport booking is refused, the PTS Department will give an explanation and suggest any known alternative arrangements, as suggested in ([Appendix 4](#)).
- 4.8.3 The ambulance service who are the contracted supplier of the service also have the right to cancel/refuse once they see the patients mobility and decide to remove the master booking for the patient.
- 4.8.4 If the ambulance service decide to cancel or refuse a booking, the patient or their representative can contact the relevant ambulance service as per instructions in 4.12

4.9 Readiness to Travel

Patients and escorts (as applicable) must be ready to travel with appropriate attire at least 2 hours prior to their designated appointment time.

4.10 Transport Enquiries

- 4.10.1 All **booking enquiries** for New Cross and West Park Hospitals or Community Clinics in Wolverhampton must be directed to the Trust Patient Transport Department, Monday - Friday 8.30am - 5.00pm:
RWH Booking Office: Internal Extension 84999 External **01902 694999**.

All booking enquiries for **Cannock Chase Hospital** must be directed to EMED Booking Office 0330 3800 515.

- 4.10.2 All **operational enquires**, e.g. delays and any other problems relating to patient transport, must be directed to the Directorate Manager or Assistant Manager Patient Services:

Managers Office: Internal Extension **85571**, External **01902 695571**.

4.11 Cancellations

- 4.11.1 If a booked patient journey needs to be cancelled, it is the responsibility of the patient and / or hospital ward or department to ensure the relevant Transport Department is urgently notified.

4.12 Complaints

All complaints, appeals or incidents regarding a **Booking Decision** must be directed to the

Directorate Manager Patient Services' General Office, Location A11, New Cross Hospital,

Wolverhampton WV10 0QP or the Trusts PAL's team. All ambulance provision complaints must be raised with the appropriate ambulance service, WMAS, contact either 01384 246370 or pals@wmas.nhs.uk or EMED, 0330 3800515 or

complaints@emedgroup.co.uk

All complaints regarding the booking office will be handled in compliance with The Royal Wolverhampton Hospitals Trust Policy for Complaints.

4.13 Out of Hours

The Patient Transport service is a 24-hour, 7-day a week service. Please see [Appendix 6](#), (Wolverhampton) & [Appendix 7](#) (Cannock) for all out of hours contact details.

5.0 Financial Risk Assessment

1	Does the implementation of this policy require any additional Capital resources?	No
2	Does the implementation of this policy require additional revenue resources?	No
3	Does the implementation of this policy require additional manpower?	No
4	Does the implementation of this policy release any manpower costs through a change in practice?	No
5	Are there additional staff training costs associated with implementing this policy which cannot be delivered through current training programmes or allocated training times for staff.	No
6	Other comments	None

6.0 Equality Impact Assessment

This Policy has been assessed as not affecting the equality and diversity of any one particular group of stakeholders.

7.0 Maintenance

This policy and its related procedures must be reviewed every 4 years by the Directorate Manager Patient Services. Any updates will be agreed with the Director Sponsor involved with the Procedure prior to being agreed through TMC.

8.0 Audit Process

Criterion	Lead	Monitoring method	Frequency	Committee
Monitoring of Incidents input on Datix and efficiencies report	Patient Services Manager	Routine	Monthly	Patient Services Governance Meeting
Outcomes of CQRM standards/complaints/PALs/Quality/	Patient Services Manager	Routine Reporting	Quarterly	Divisional Governance and Matrons
Outcomes of Monitoring of Efficiencies	Patient Services Manager	Routine reporting and Presentation	Quarterly	Divisional Governance/DPR to Exec's
Contract Notification	Lead ICB	Letter and email	When changes occur	Trust Board/Divisional Governance

9.0 Communication and Training

- 9.1 This Procedure once ratified will be displayed on the Trust Intranet site.
- 9.2 All staff involved must be made aware of their roles and responsibilities for application of this Procedure through local induction.
- 9.3 The Directorate Manager Patient Services will ensure that any change in procedures or important information will be communicated to all relevant staff.
- 9.4 Training of new personnel will be undertaken through Trust and Local Induction. Training of existing personnel will be undertaken by Ward and Departmental Managers.

10.0 References

The relevant Department of Health guidance for Patient Transport Services (PTS) is:

- Mobility categories
<https://www.england.nhs.uk/long-read/non-emergency-patient-transport-mobility-categories-guidance/>
- Transport support for patients attending in-centre haemodialysis.
<https://www.england.nhs.uk/commissioning/spec-services/npc-crg/group-a/renal-services/transport-support-for-patients-attending-in-centre-haemodialysis/>
- NHS Non-Emergency Patient Transport Service (NEPTS) review.
<https://www.england.nhs.uk/urgent-emergency-care/improving-ambulance-services/nepts-review/>
- Non-Emergency Patient Transport Eligibility Criteria (May 2022)
<https://www.england.nhs.uk/publication/non-emergency-patient-transport-services-eligibility-criteria/>

Trust reference for booking Transport is included in:

- CP04 Discharge Policy – Appendix 1

11.0 Appendices:

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Document Control

Procedure/ Guidelines number and version Procedure V1.0 August 2026	Title of Procedure / Guidelines SOP37 (Prev. OP29) Booking of Non Emergency Patient Transport	Status: Final		Author: Directorate Manager Patient Services For Trust-wide Procedures and Guidelines Chief Officer Sponsor: Chief Operating Officer
Version / Amendment History	Version	Date	Author	Reason
	V1	Oct 2003	Patient Transport Manager	Revision of policy due to change in booking procedure
	V2	Feb 2006	Patient Services Manager	Review
	V3	Oct 2012	Patient Services Manager	Review and updates
	V3.1	June 2019	Capacity Manager	Reviewed by Chief Operating Officer – Extended to December 2019 pending full review
	V3.2	Sept 2019	Patient Services Manager	Reviewed by Chief Operating Officer – Extended to June 2020 pending full review
	V3.3	Oct 2020	Patient Services Manager	Reviewed by Chief Operating Officer – Extended to January 2021 pending full review
	V3.4	Jan. 2021	Patient Services Manager	Reviewed by Chief Operating Officer – Extended to September 2021 pending full review
	V4.0	Dec.2021	Directorate Manager Patient Services	Review and Updates
	V4.1	Jan. 2025	Directorate Manager Patient Services	Extension
	V1.0	July 2026	Directorate Manager Patient Services	Review and Updates – now a SOP (Prev. OP29)
Intended Recipients: Staff, Patients, Carers, Public				
Consultation Group / Role Titles and Date: Patient Services Governance Meeting Matron/Governance Lead/Senior Sisters/Directorate Manager/Assistant Directorate Manager				
Name and date of group where		Patient Services Governance Meetings		

reviewed	Group Policy Meeting – July 2026
Name and date of final approval committee (if trust-wide document)/ Directorate or other locally approved committee	Group Policy Meeting – July 2026 Executive Sponsor Approval – August 2026
Date of Procedure/Guidelines issue	August 2026
Review Date and Frequency	August 2030 (4 years)
Training and Dissemination: Procedure already in place. New procedure will be placed on the Intranet. Specific training needed by PTS staff. Ward and departmental staff will be trained during their local induction training or by PTS staff	
Publishing Requirements: Can this document be published on the Trust's public page: Yes	
• To be read in conjunction with: • Transport support for patients attending in-centre haemodialysis. https://www.england.nhs.uk/commissioning/spec-services/npc-crg/group-a/renal-services/transport-support-for-patients-attending-in-centre-haemodialysis/ • NHS Non-Emergency Patient Transport Service (NEPTS) review. https://www.england.nhs.uk/urgent-emergency-care/improving-ambulance-services/nepts-review/ • Non-Emergency Patient Transport Eligibility Criteria (May 2022) https://www.england.nhs.uk/publication/non-emergency-patient-transport-services-eligibility-criteria/ • CP04 Discharge Policy Appendix 1 (section 15 Transport Arrangements)	
Initial Equality Impact Assessment: Completed Yes Full Equality Impact assessment (as required): Completed Yes If you require this document in an alternative format e.g., larger print please contact Policy Administrator 85887 for Trust- wide documents or your line manager or Divisional Management office for Local documents.	
Contact for Review	Directorate Manager Patient Services
Monitoring arrangements	Contract Review Meetings monthly including Trust/ICB and Provider. Trust Governance Meetings monthly to discuss Incidents and Quality
Document summary / key issues covered: Booking of Non-Emergency Patient Transport How to book Patient Transport, eligibility criteria, process for inpatient and outpatient, other means of transport into Trust and help with travel costs. Black Country and Staffordshire CCG's and not the Trust are now responsible for contract provision. Payments are made directly with the Ambulance Company who provides the service and the relevant CCG of the patient concerned.	
Key words for intranet searching purposes	Booking/Transport/Mobility

Sample booking form only

PATIENT TRANSPORT BOOKING FORM (Wolverhampton bookings)

Your Details

Name:

Address:

Post code:

Contact Tel No:

Date of Birth:

Your Appointment Details

Which consultant/clinic are you going to?

.....

Date.....Time.....

Hospital Number.....

Contact Tel No.....

Please tell us why you need Hospital Transport:

Please tick any statements which apply to you:

I can walk	- Without any help	☐	I must travel in my own wheelchair	☐
	- With 1 person helping	☐	My wheelchair is	- Standard ☐
	- With 2 people helping	☐		- Electric ☐
I cannot walk at all	☐		- Extra wide/high	☐
I do not have my own wheelchair	☐	There is purpose built access at home	☐	
I can travel in a car	☐	I need oxygen on the journey	☐	
I cannot travel in a car and need an ambulance	☐	I need to lie down on the journey	☐	

Escorts

I need someone to travel with me Yes ☐ No ☐

If you are requesting someone to travel with you, please tell us why:

.....
.....

Do you receive any mobility / DLA allowance to help with your transport requirements: Yes ☐ No ☐

Do you have the use of a mobility car: Yes ☐ No ☐

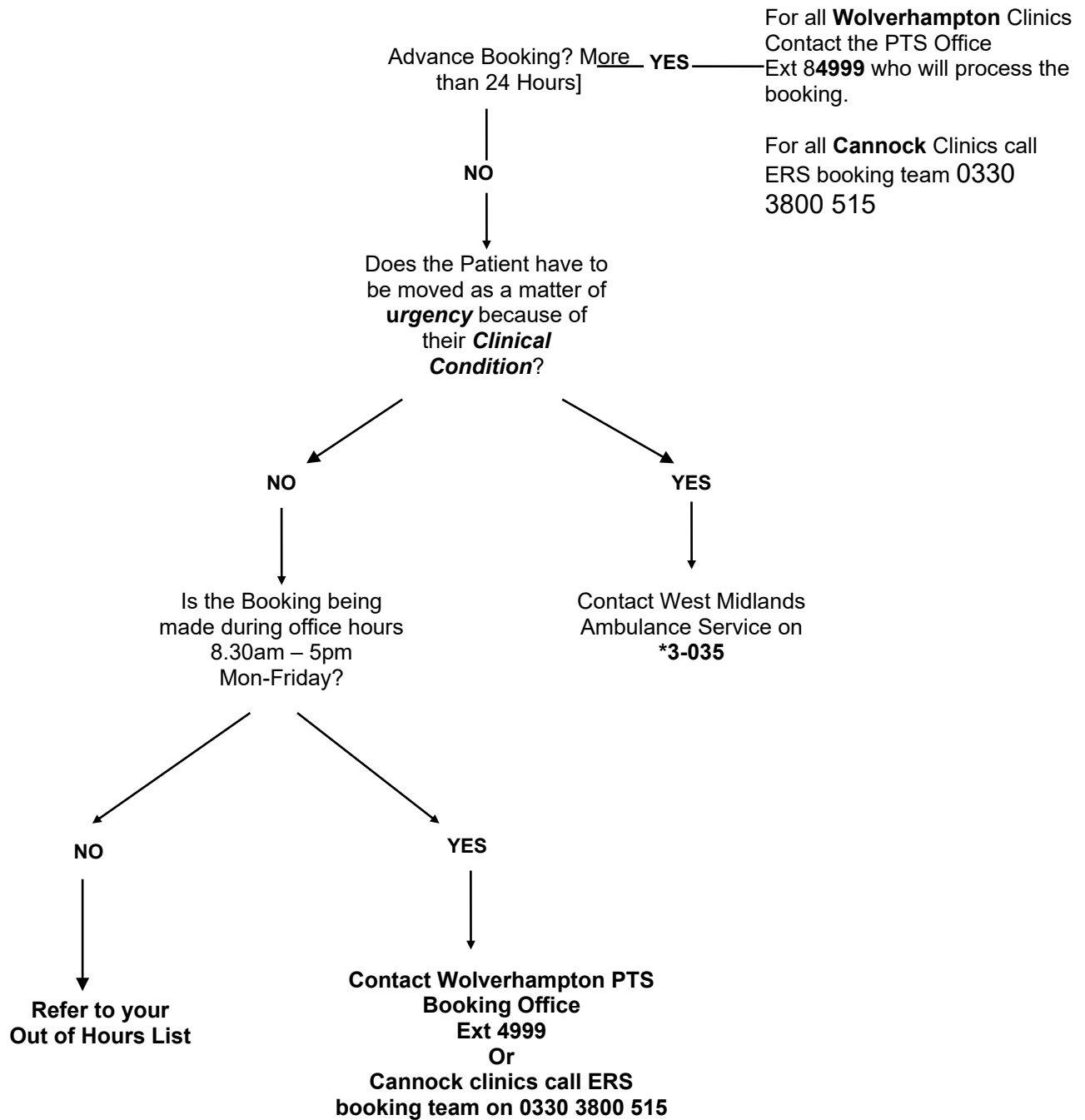
OFFICE USE ONLY

Mobility of patient.....Department.....

Comments.....

Authorising Officer.....

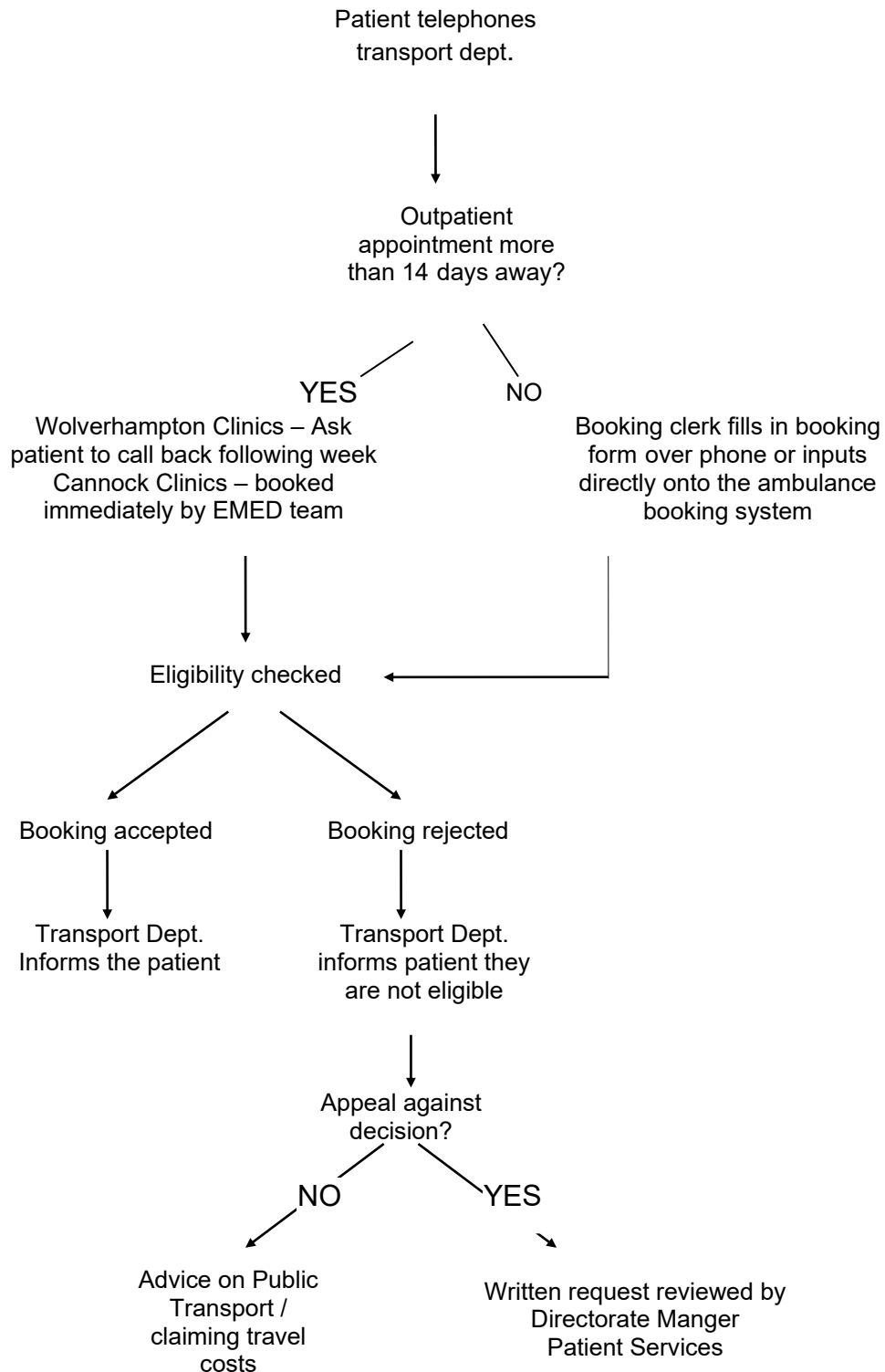
INPATIENT and BLOCK Transport Booking Procedure



PLEASE NOTE: IF A PATIENT HAS TO BE MOVED AS A MATTER OF URGENCY FOR ANY REASON OTHER THAN THEIR CLINICAL CONDITION PLEASE CONTACT THE PATIENT TRANSPORT DEPT

In the Event of a Cancellation Please use the Same Telephone Numbers

OUPATIENT Booking Procedure



ALTERNATIVE ASSISTANCE TO TRANSPORT

Help with Hospital Travel Costs

For some patients, travel to hospital can present difficulties – for example, because of the cost, the length or complexity of the journey, or the lack of access to private or public transport. Financial help is available under the Hospital Travel Cost Scheme to patients who do not have a medical need for Ambulance transport and who cannot meet the cost of travel. Patients can claim if they receive:

- Income Support;
- Income based Employment & Support Allowance (ESA(1B));
- Income based Jobseekers Allowance (JSA(1B));
- Universal Credit and meet the criteria;
- Working Tax Credit (WTC);
- Child Tax Credit (CTC);
- Persons named on current HC2 or HC3 Certificate;
- Pension Credit - Guaranteed Credit;
- Patients living permanently in a care home or accommodation provided by a local authority;
- Asylum seekers for who support is provided under Part V1 of the Immigration & Asylum Act 1999;
- Children 16 or 17 being supported by a local authority.

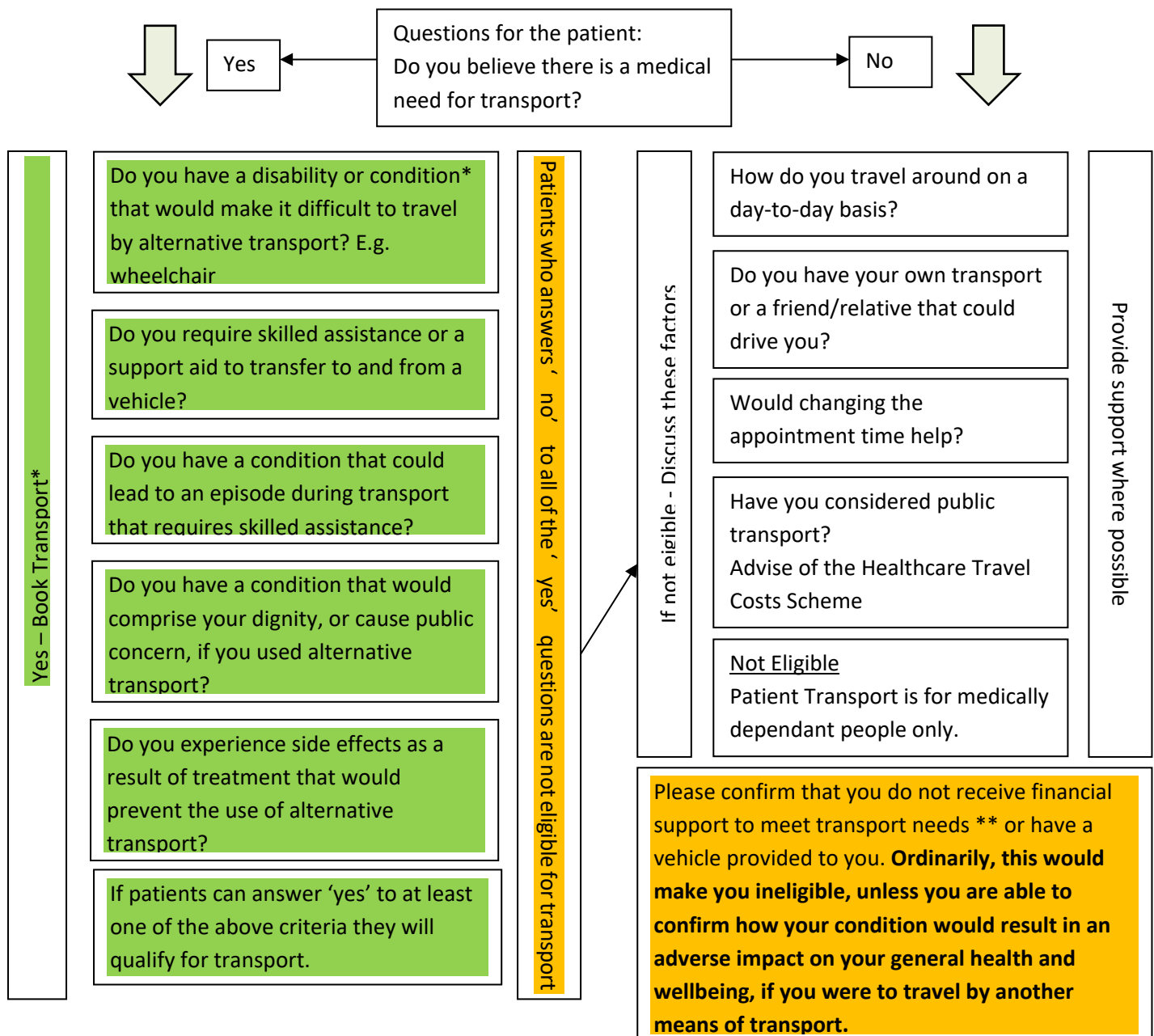
The patient can get more information on eligibility in Leaflet HC11, ***Are you entitled to help with Health costs?*** Patients will need to use form HC5 to claim any costs, as well as proof of entitlement and receipts from any travel, both forms are available from DSS offices, NHS Hospitals and any Main Post Office.

Voluntary Transport Services

In addition to bus, rail and taxi services, certain areas offer voluntary car services which the patient will need to arrange themselves. Information on these services can be obtained from:

Directorate Manager Patient Services
Internal Extension 4999 or 5571 –
External 01902 694999 or 695571.

Patient Transport Service Eligibility Criteria



*Medical need, disability or condition:

Do you need to travel lying down due to a medical need?
Do you require oxygen or other medical gases while you travel?
Do you require intravenous support while you travel?
Do you have a physical dependency, learning or mental health problem?

Escort Criteria:

Friends/relatives are welcome to meet the patient at their destination point.
Escorts must only be conveyed if:

- There is a medical need i.e. physical dependency, communication, learning or mental health problem.
- The patient is under 16 years of age.
- The patient resides in a residential care establishment due to a medical condition.

Please note – all escorts must be fit and well, and not require assistance.

Advice

If your condition improves or you no longer require transport, please contact your booking service and cancel transport. Always wear appropriate outdoor clothing ready and be ready for collection two hours before your appointment time.

**Disability Living Allowance Mobility component or equivalent.

NON-EMERGENCY PATIENT TRANSPORT - OUT OF HOURS

*****NEW SERVICE FROM 1st AUGUST 2021*****

Patient Transport Services **must** be requested according to the CCG that the patient is listed against, this can be checked by looking at Portal or PAS next to their GP detail.

If a patient is listed with Cannock Chase CCG - Stafford and Surrounds CCG – East Staffordshire CCG – South East Staffs & Seisdon CCG – Stoke-on-Trent CCG – North Staffordshire CCG you will need to call - *3 108 – and book with ERS transport services

All other CCG patients will still be transported by West Midlands Ambulance Service call speed dial *3 171 as normal and book transport.

ERS Patient Transport Services -

Mon – Fri 5pm - 8:30am - Speed dial *3 108

Sat, Sun & Bank Hols. **All times** – Speed dial *3 108

West Midlands Ambulance Service

Mon – Fri 5pm – 8:30am - Speed dial *3 171

Sat, Sun & Bank Hols. **All times** – Speed dial *3 171

West Midlands Ambulance Service and ERS PTS are our contracted ambulance services working 24 hours a day, 7 days a week including Bank Holidays. Please call the numbers above when the PTS Office has closed for any Non-Emergency Patient Transport journeys.

There is no reasonable distance which cannot be covered Out of Hours, however long distance journeys (ie over 40 mile) would require 48 hours notice.

During normal working hours between 8.30am and 5pm, Monday – Friday, all requests must be made through the PTS Office Extension 84999.

URGENT/EMERGENCY CASES

West Midlands Ambulance Emergency service

***3 - 035**

For further information contact Elaine Roberts, Directorate Manager Patient Services **85571** or Mobile **07920786002**

Safe & Effective | Kind & Caring | Exceeding Expectation

CANNOCK HOSPITAL
NON-EMERGENCY PATIENT TRANSPORT SERVICES
NEW SERVICE FROM 1ST AUGUST 2021***

Patient Transport Services will change to:-

ERS Medical Transport Services

from 1st August 2020 for Cannock Hospital.

Bookings can be made through ERS Medical booking office on:-

***3 108 from 1st August 2021**

Full number is 0330 3800 515 to give to patients

Any queries, concerns or incidents for The Royal Wolverhampton NHS Trust patients at Cannock can be escalated to Elaine Roberts, Directorate Manager Patient Services, or her team at RWT on 01902 694999 or 01902 695571

**Elaine Roberts
Directorate Manager Patient Services
RWT**

Safe & Effective | Kind & Caring | Exceeding Expectation

