

Patient Transport Your Questions Answered

How can I recognise the PTS drivers? Do they have a uniform or wear a badge?

Ambulance, Wheelchair Accessible Vehicle (WAV) drivers and taxi drivers are obliged to wear uniform and ID badges where appropriate.

What happens if my ambulance/transport is late? If yes, who do I ring?

Ring Coperforma on 0300 111 2131.

Will I be contacted prior to my booking?

Coperforma are working towards a system where the patient will be called to confirm the booking details. The driver will call you when they are on their way to confirm the pick-up.

What do I do if my patient transport doesn't turn up, who do I ring?

Ring Coperforma on 0300 111 2131.

What access is there for people in wheelchairs?

Details of every patient's mobility will be collected at the time of making the booking for transport. An appropriate WAV (Wheelchair Accessible Vehicle) will fulfill the transport need.

What happens if I have a learning disability? Can people accommodate me?

This should be highlighted at the time of booking. An appropriately trained crew will then be sent. Crews are trained and able to provide support to all PTS users.

Or any disability; deaf, visually impaired, non-verbal – how do staff communicate to patients?

This should be highlighted at the time of booking. An appropriately trained crew will then be sent. Crews are trained and able to provide support to all PTS users.

How do I make a complaint?

You can complete the online form on Coperforma's website at www.coperforma.com/contact-us/; by email at sussexpts.complaints@nhs.net; by post to Coperforma at: Customer Services Team, Thruxton Down House, Thruxton Down, Andover SP11 8PR and by phone on 01256 693108.

Will I know if my transport is going to be late? How much time do you give me to let me know this? How would you contact me? The driver assigned to pick you up should advise you of the time that you will be picked up. If there is a severe delay, then the driver should call the Coperforma Demand Centre, to ensure that the Clinic expecting you is contacted and updated.

Are there nurses or other professionals on the transport? If not, can this be arranged? The type and skills of the transport drivers working to convey patients will vary to meet the requirements of the booking and your clinical requirements.

What if I am seriously ill on the transport? If you become seriously ill on transport, you will be looked after by the crew or driver and they will call 999 to request paramedic assistance if needed