

Patient Transport – how you travel and your support needs:

[\[watch the video version\]](#)

The West Yorkshire Integrated Care Board are the people who make decisions about health and care services in West Yorkshire. They are working on how we can improve transport to help people get to health appointments. They want to know how you get to and from your medical appointments to help decide what we need to better support people to get the health and care services they need.

We want to know about the ways people travel to medical appointments (if they are able to) and any difficulties people have. You might travel on your own in a car or on a bike, on local public transport such as buses, private transport like taxis, be driven or supported by friends and family.

Some people might find it hard to travel to appointments on their own for different reasons, such as having a disability, a health condition or they may feel unsafe using public transport. There may also be times when you cannot use the method of transport that you usually do. For people who cannot get to appointments on their own, there are different support options that you might be able to access.

There is some [new guidance](#) on the [non-emergency Patient Transport service](#). This is a free transport service for people who find it difficult to get to medical appointments on their own and have certain medical conditions or circumstances. This is not for appointments with your local GP or doctor, your dentist or your opticians, which is what we usually call primary care. This support is for when you have been referred by someone for tests or treatment, which is often in a hospital or another care setting.

There are also other options for people who cannot use this free transport service, such as:

- an older person's bus pass
- a disabled person's bus pass
- community transport
- healthcare travel costs scheme

So, to help the Integrated Care Board to understand how we want to use this guidance in West Yorkshire, we want to know 4 main things.

1. How do you travel to a medical appointments at the moment and how do you get back home?
2. What you do if you can't use your normal way of traveling to a medical appointment?
3. What support do you have at the moment to help you travel to medical appointments or what support are you aware of?
4. If you're currently finding it difficult to get to medical appointments, what support do you need?

If you'd like to tell us about your experiences of travelling to medical appointments, you can have a chat with us individually, we can come out to your group, or you can send us some feedback via the [survey](#) or send us an e-mail.

Get in touch with West Yorkshire Voice to find out more.

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