

Frequent Asked Questions (FAQs)

Q. When is the name of the provider of eligibility assessments for patient transport and the contact number?

A. ERS Medical - 0333 2404082

Note: For hospitals that do their own eligibility assessments the number will appear on the patients appointment letter.

Q. When do the new changes come in effect?

A. 1 April 2014

Q. What if it isn't known if the hospital undertakes its own eligibility assessments for patient transport?

A. Call ERS Medical on 0333 2404082 and they will be able to assist and transfer the call to the appropriate provider or hospital.

Q What is cost for patients to call a 0333 number?

A. 95% of telephone landline packages include 0333 numbers as a local call. Patients will need to contact their telephone provider to confirm.

Calls from a mobile phone will be charged at mobile rates and again patients will need to check with their mobile provider.

Q. What if a patient previously had transport from London Ambulance Service and has a follow up appointment?

A. ERS Medical will provide all transport from 1 April 2014. Any booking made with London Ambulance Service will be undertaken by ERS Medical after this date. All existing bookings will be transferred across from London Ambulance Service to ERS Medical.

This question is specifically for GP practices and HRCH

*Q. Who do we book transport with for **first** community and outreach appointments that are due to take place after 1 April 2014?*

A. Up until 31 March 2014 continue to book with London Ambulance Service. After 1 April 2014 refer patients to ERS Medical on 0333 2404082

This question is specifically for HRCH

Q. Who do we book follow up transport with for community and outreach appointments that are due to take place after 1 April 2014?

A. Up until the 31 March 2014 book with London Ambulance Service. After 1 April 2014 book with ERS Medical.