

Commissioner's Responsibility



- To meet monthly with transport and renal service providers.
- To seek the views of all stakeholders on an annual basis regarding the transport service they receive.
- To set out clear quality standards in a service specification which is monitored in partnership with our transport providers.
- To monitor performance against quality standards.
- To take action if transport providers consistently fail to meet service requirements.
- Work closely with units and service-users to develop the service.
- To provide adequate funding for transport when planning expansion of dialysis services or service changes.

Further Information

For further information about transport for Renal patients, please contact:

Patient Transport Service Specialist Service Coordinator
Yorkshire Ambulance Service Headquarters
Springhill 2
Brindley Way
Wakefield 41 Business Park
Wakefield
WF2 0XQ

Tel: 01924 584261
Mobile: 07887 846777
Email: renalsupport@yas.nhs.uk
www.yas.nhs.uk

Renal Transport Charter

Information for patients

Patient and Carers' Responsibility

- To be ready at the allocated time for pick up from home.
- To make the transport providers aware if you have made alternative travel arrangements, by calling the Renal Hub at least 24 hours in advance.
- To be polite to the staff, Renal Hub staff and fellow passengers.
- To use the transport provided appropriately and not abuse its use (e.g. asking drivers to stop at shops en route).
- To provide constructive feedback to the dialysis units and the transport providers when transport is working well and also when it has not met expectations.
A poster detailing all methods, contact numbers and addresses can be found at each dialysis unit.



Dialysis Unit Responsibility

- To ensure the appropriate transport is booked according to the mobility of each patient.
- To regularly review the mobility of patients and their need for transport to be provided.
- To ensure that the patient's dignity is maintained at all times.
- To liaise with transport providers and patients/carers.
- To provide free secure parking where possible for patients/carers.
- To ensure adequate provision is made for transport when planning expansion of dialysis services or service changes.
- Provide timely information when a patient's treatment day or times require changing e.g. Christmas and New Year.
- To provide transport providers with all the relevant patient information e.g. if the patient is blind or their first language is not English.
- To provide transport providers with some basic information and training regarding the needs of renal patients.
- Provide feedback to the transport provider when a patient's treatment has been compromised.

Transport Provider's Responsibility

- To meet quality standards outlined within the contract specification which is monitored in partnership with our commissioners.
- To provide safe, clean, smoke-free vehicles, appropriate to patients' requirements.
- To ensure that the patient's dignity is maintained at all times.
- To ensure all patients are properly secured into the vehicle with seat belts or wheelchair restraints as appropriate.
- To provide all appropriate stakeholders with accurate information.
- To ensure timely pick up for patients.
- To have an awareness of the needs of the renal patient and act accordingly.
- To advise the dialysis unit of any concerns regarding the patient.
- To provide a flexible, patient-focused service.
- Provide a dedicated contact number for service-users to check their transport arrangements.
- Provide feedback to patients and to unit staff regarding issues as and when they arise.
- Work closely with units and service-users to develop the service.

Leeds Teaching Hospital NHS Trust's Responsibility

- To notify patients and confirm transport bookings with as much advanced notice as possible - preferably no less than 48 hours before appointment/day of travel.
- To ensure the appropriate transport is booked according to the mobility needs of each patient.
- To review every three months the mobility of patients and their needs for transport in full consultation with patient (and carer) on each occasion.
- To allow one carer per patient to travel with the patient if medically necessary and required.
- To ensure that the patient's dignity is maintained at all times.
- To continually liaise with transport providers, patients and carers.
- To provide free secure parking for patients/carers where possible.
- To ensure provision is made for transport when planning expansion of dialysis services or service changes.
- Where practically possible, give no less than one month's written notice in advance when patients' treatment days or times require changing e.g. Christmas, New Year, Bank Holidays etc.

