



Patient Mobility Codes

The Patient Transport Service (PTS) at Yorkshire Ambulance Service (YAS) provides NHS-funded transport for people who meet the national eligibility criteria.

The overarching principle of the eligibility criteria is that most people should travel to and from hospital independently by private or public transport, with the help of relatives or friends if necessary. Only when this is not possible, will a patient be considered for PTS.

Purpose of this document

Mobility codes are used to identify the most appropriate transport and level of support for patients who qualify for PTS. This guide explains the new mobility codes for people booking PTS journeys.

Key terms used in this guide

Term	Definition
Physical assistance	Support from another person to move, stand, transfer, access a vehicle, manage steps or travel safely. A steadying arm for confidence/support is not treated as physical assistance for Walker (W1).
Walking aid	A patient's own aid, such as a stick, foldable walker or frame.
A wheelchair suitable for occupied travel	A wheelchair suitable for occupied travel is crash test compliant, has working brakes, sides, footrests and appropriate clamping points.
Ramped access	Access that allows the patient and any required equipment to move safely over steps.
Consecutive steps	More than one step in sequence between the patient's location and the vehicle.
YAS oxygen	Oxygen supplied by Yorkshire Ambulance Service. Patients using YAS oxygen require a crew of two members of staff.
Risk assessment	A documented assessment used where the patient's mobility, property access, equipment or staffing requirement are detailed.

General mobility principles of PTS

All patients travelling with PTS will be:

- assessed for and allocated the appropriate resource,
- escorted to and from their destination,
- handed over to the relevant ward or department,
- assisted with fastening their seat belt where required.

Travelling in a wheelchair



All wheelchairs travelling with PTS must be suitable for occupied travel by being crash test compliant, have working brakes, sides, footrests and appropriate clamping points.

Anyone booking a journey for a patient travelling in a wheelchair must have confirmed that the wheelchair is suitable for occupied travel. If the booker is unable to confirm this, the patient will be asked questions to determine if they could safely travel on a stretcher or on a PTS vehicle seat.

Any wheelchair that is not suitable for occupied travel will not be transported with PTS.

A wheelchair patient must travel in their wheelchair on the vehicle and not on a sling, unless this has been agreed through a risk assessment.

A lap belt must be used whenever a patient is in a wheelchair while in PTS care, including when using a hospital portering wheelchair. If the wheelchair does not have a fitted lap belt, a YAS-issued lap belt must be used while the patient is being moved. The only exception is where the patient has a valid seat belt exemption.

Travelling with oxygen

- Patients using YAS oxygen must be booked to a crew with a minimum of two members of staff.
- Patients using their own oxygen during the journey must be able to provide their own equipment, and ensure they have enough oxygen for the full duration of the journey.

Allocation of resource

The mobility code reflects the patient's actual mobility needs, not the size of the vehicle or crew that happens to be allocated.

There may be occasions when a vehicle designed for a higher mobility need, or additional staff, is assigned to a journey due to resource availability. In these circumstances, the crew should transport the patient as originally planned. The patient's mobility code should not be changed simply because a larger crew or more specialised vehicle has been allocated.

Mobility code summary

Code	Mobility	Short description	Typical resource sent
W1	Walker	Patient can walk independently with no physical assistance other than a steadying arm.	 
W1A	Walker with assistance	Patient can walk but needs physical assistance from one member of staff.	 
DC2	Double crew	Patient needs physical assistance from two members of staff.	 
WC1	Wheelchair 1	Patient travels in their own manual wheelchair and needs one member of staff.	  
WC2	Wheelchair 2	Patient travels in their own manual wheelchair and needs two members of staff.	 
EWC1	Electric wheelchair 1	Patient travels in their own powered wheelchair and needs one member of staff.	  
EWC2	Electric wheelchair 2	Patient travels in their own powered wheelchair and needs two members of staff.	 
ST2	Stretcher	Patient needs to travel lying down or with legs raised on a stretcher.	  
BWC2	Bariatric wheelchair 2	Patient travels in a YAS bariatric wheelchair.	  
BST2	Bariatric stretcher 2	Patient travels on a YAS bariatric stretcher.	  
MC 3,4,5+	Multi-crew 3,4,5 +	Patient needs three or more staff and/or specialist equipment.	 
CH	Child	Patient requires a child seat or booster seat.	  

Walker (W1)

Description	The patient can walk independently to and from the vehicle and can get in and out of the back seat of a car. No physical assistance is required, other than a steadying arm if needed. The patient should use their own walking aid, such as a stick, foldable walker or frame, as long as they can use it independently. 
Patient mobility (describes what the patient can physically do, how they transfer, and the level of support they need)	The patient: • can walk to and from the vehicle without physical assistance from PTS, other than a steadying arm for support. • can enter and leave their location independently, including managing to walk the route to the vehicle. • can use their own walking aid independently, where required. • can bend their knees to 90 degrees. • can get in and out of the back of a car without assistance (other than help with seatbelt). • does not require physical assistance to board the vehicle, including support to lift their legs.
Other information (includes booking rules, location access, equipment, risk assessment information and operational instructions)	• All cars used by PTS will have at least four doors. • Front-seat travel cannot be requested. If there is a medical or mobility reason why the patient cannot travel in the back seat of a car, the journey should be booked as walker with assistance (W1A). • The patient may travel with their own self-administered oxygen if they can provide their own equipment, and this is recorded at the time of booking. • The patient may need to use a hospital portering wheelchair within the hospital site. • If the patient is a child and requires a child seat or booster seat, the Child (CH) mobility code should be used.
Vehicle/resource that may arrive	A volunteer car, taxi or ambulance vehicle. If an ambulance vehicle arrives and the patient cannot use the side steps, the crew may support the patient onto the vehicle using the ramp or tail lift. The patient's mobility code should remain W1 unless their actual mobility needs have changed.
Mobility read-back	The patient can enter and exit their own property and the back seat of any car with no physical assistance other than a steadying arm. Any vehicle will be sent with at least one member of staff.

Walker with Assistance (W1A)

Description	The patient can walk but needs physical assistance from one member of staff. This may include support to reach the vehicle, transfer to a seat, or get in and out of a vehicle where a car is not suitable for their medical or mobility needs. 
Patient mobility (describes what the patient can physically do, how they transfer, and the level of support they need)	The patient: • can walk but requires physical assistance from one member of staff. • requires physical assistance from one member of staff to reach or board the vehicle. • can transfer to a seat with physical assistance from one member of staff. • may use the side steps, ramp or tail lift with physical assistance from one member of staff. • may require an ambulance-provided wheelchair to travel between their location, the vehicle and their destination.
Other information (includes booking rules, location access, equipment, risk assessment information and operational instructions)	• If the patient needs assistance with steps, this code is only appropriate where there is no more than one single step at a time between the patient's location and the vehicle. • If the patient needs physical assistance with more than one consecutive step, or cannot safely manage access including uneven ground without support of one crew, then a double crew (DC2) should be booked. • The patient may be a child travelling with an appropriate escort.
Vehicle/resource that may arrive	An ambulance vehicle with at least one member of staff. A volunteer car or taxi will not be allocated for this mobility code.
Mobility read-back	The patient will travel on an ambulance vehicle and only needs physical assistance from one member of staff.

Double Crew (DC2)

Description	The patient requires physical assistance from two members of staff to move, transfer or access the vehicle safely. 
Patient mobility (describes what the patient can physically do, how they transfer, and the level of support they need)	• The patient requires physical assistance from two members of staff: ○ to stand, transfer or move safely, ○ to reach, board and leave the vehicle, ○ to travel between their location, the vehicle and their destination. • The patient cannot transfer onto a fixed seat on an ambulance without support.
Other information (includes booking rules, location access, equipment, risk assessment information and operational instructions)	• This code should be used where the patient requires YAS oxygen and is not in a wheelchair. • The patient may require a carry-chair or other moving and handling equipment which needs no more than two crew. • This code should be used where poor access requires YAS equipment or two members of staff. • This includes situations where the patient needs physical assistance to manage more than one consecutive step between their location and the vehicle. • The patient may be a child travelling with an appropriate escort.
Vehicle/resource that may arrive	An ambulance vehicle with two members of staff.
Mobility read-back	The patient will travel on an ambulance vehicle and requires support from two members of staff.

Wheelchair 1 (WC1)

Description	The patient will travel in their own manual wheelchair. The patient requires physical assistance from one member of staff to transfer into the wheelchair and/or be supported to the vehicle. 
Patient mobility (describes what the patient can physically do, how they transfer, and the level of support they need)	• The patient will travel in their own manual wheelchair and will not be transferred onto a fixed seat on an ambulance. • The patient may already be in their manual wheelchair or may require physical assistance from one member of staff to transfer into it. • The patient requires physical assistance from one member of staff: ○ to board and leave the vehicle. ○ to travel between their location, the vehicle and their destination.
Other information (includes booking rules, location access, equipment, risk assessment information and operational instructions)	• There must be ramped access or no more than one step at a time between the patient's location and the vehicle. • Any additional wheelchair information must be provided at the time of booking. • The manual wheelchair must be suitable for occupied travel. • The patient may be a child travelling in a manual wheelchair with an appropriate escort.
Vehicle/resource that may arrive	A wheelchair-accessible taxi or ambulance vehicle with at least one member of staff.
Mobility read-back	The patient will travel in their own manual wheelchair with at least one member of staff. There must be ramped access or no more than one step at a time between the patient's location and the vehicle.

Wheelchair 2 (WC2)

Description	The patient will travel in their own manual wheelchair and requires physical assistance from two members of staff to transfer into the wheelchair and be supported to the vehicle.
Patient mobility (describes what the patient can physically do, how they transfer, and the level of support they need)	The patient: • will travel in their own manual wheelchair and will not be transferred onto a fixed seat on an ambulance. • may already be in their manual wheelchair or may require physical assistance from two members of staff to transfer into it. • requires physical assistance from two members of staff to board and leave the vehicle. • requires physical assistance from two members of staff to travel between their location, the vehicle and their destination.
Other information (includes booking rules, location access, equipment, risk assessment information and operational instructions)	• This code should be used where there is poor access, no ramp, or two or more consecutive steps between the patient's location and the vehicle. • This code should be used where a manual wheelchair patient requires YAS oxygen. • Any additional wheelchair information must be provided at the time of booking. • The manual wheelchair must be suitable for occupied travel. • If the patient is upstairs, the crew may need to transfer the patient to a carry chair to bring them downstairs before assisting them into their wheelchair. • The patient may be a child travelling in a manual wheelchair with an appropriate escort.
Vehicle/resource that may arrive	An ambulance vehicle with two members of staff.
Mobility read-back	The patient will travel in their own manual wheelchair with two members of staff.

Electric Wheelchair 1 (EWC1)

Description	The patient will travel in their own powered wheelchair. The patient is expected to control the powered wheelchair themselves and requires physical assistance from one member of staff to transfer into the wheelchair safely. 
Patient mobility (describes what the patient can physically do, how they transfer, and the level of support they need)	The patient: • will travel in their own powered wheelchair and will not be transferred onto a fixed seat on an ambulance. • may already be in their powered wheelchair or may require physical assistance from one member of staff to transfer into it. • requires physical assistance from one member of staff: ○ to board and leave the vehicle. ○ to travel between their location, the vehicle and their destination.
Other information (includes booking rules, location access, equipment, risk assessment information and operational instructions)	• There must be ramped access or no more than one step at a time between the patient's location and the vehicle. • Any additional powered wheelchair information must be provided at the time of booking. • The powered wheelchair must be suitable for occupied travel. • The patient may be a child travelling in a powered wheelchair with an appropriate escort.
Vehicle/resource that may arrive	A powered wheelchair-accessible taxi or ambulance vehicle with at least one member of staff.
Mobility read-back	The patient will travel in their own powered wheelchair with at least one member of staff. There must be ramped access or no more than one step at a time between the patient's location and the vehicle.

Electric Wheelchair 2 (EWC2)

Description	The patient will travel in their own powered wheelchair. The patient is expected to control the powered wheelchair themselves and will require physical assistance from two members of staff to transfer into the wheelchair safely. 
Patient mobility (describes what the patient can physically do, how they transfer, and the level of support they need)	The patient: • will travel in their own powered wheelchair and will not be transferred onto a fixed seat on an ambulance. • may already be in their powered wheelchair or may require physical assistance from two members of staff to transfer into it. • requires physical assistance from two members of staff: ○ to board and leave the vehicle. ○ to travel between their location, the vehicle and their destination.
Other information (includes booking rules, location access, equipment, risk assessment information and operational instructions)	• This code should be used where there is poor access, no ramp, or two or more consecutive steps between the patient's location and the vehicle. • This code should be used where a powered wheelchair patient requires YAS oxygen. • Any additional powered wheelchair information must be provided at the time of booking. • The powered wheelchair must be suitable for occupied travel. • If the patient is upstairs, the crew may need to transfer the patient to a carry chair to bring them downstairs before assisting them into their powered wheelchair. • The patient may be a child travelling in a powered wheelchair with an appropriate escort.
Vehicle/resource that may arrive	An ambulance vehicle with two members of staff.
Mobility read-back	The patient will travel in their own powered wheelchair with two members of staff.

Stretcher (ST2)

Description	The patient needs to travel lying down or with their legs raised on a stretcher for the duration of their journey. 
Patient mobility (describes what the patient can physically do, how they transfer, and the level of support they need)	The patient: • needs to lie down or have their legs raised for the duration of the journey. • cannot travel safely in a seated position, for example because they cannot sit, cannot bend their leg, have a medical need to lie down, are cared for in bed, or have a neck or back brace. • may require assistance from one member of staff during the journey.
Other information (includes booking rules, location access, equipment, risk assessment information and operational instructions)	• The patient may be a child travelling by stretcher with an appropriate escort. • If there are steps, no ramped access or limited space, the patient must be able to sit at 90 degrees for transfer using a carry chair. If this is not possible, a multi-crew booking or risk assessment may be required. • This code should be used if the booking is a final journey (end-of-life).
Vehicle/resource that may arrive	An ambulance vehicle with a stretcher and two members of staff.
Mobility read-back	The patient will travel on a stretcher with two members of staff.

Bariatric Wheelchair (BWC2)

Description	The patient requires transport in a YAS bariatric wheelchair. 
Patient mobility (describes what the patient can physically do, how they transfer, and the level of support they need)	The patient: • will travel in a YAS bariatric wheelchair. • must be able to transfer on and off a YAS bariatric wheelchair with physical assistance from two members of staff, as the equipment cannot be left with the patient. • requires physical assistance from two members of staff to travel between their location, the vehicle and their destination. • will not be required to transfer onboard the vehicle.
Other information (includes booking rules, location access, equipment, risk assessment information and operational instructions)	A risk assessment is required if there are steps or no ramped access between the patient's location and the vehicle. Maximum weight limits for moving and handling equipment: • Ferno Compact 2 carry chair: 200kg or 31.49 stone • Ferno Compact PowerTraxx chair: 200kg or 31.49 stone • Ferno Venice PowerTraxx: 230kg or 36.2 stone • EZ Glide carry chair: 227kg or 35.7 stone • YAS wheelchair Lomax Uni 9: 133kg or 21 stone • YAS bariatric wheelchair Goliath: 300kg or 47.3 stone
Vehicle/resource that may arrive	An ambulance with two members of staff and a YAS bariatric wheelchair.
Mobility read-back	The patient will travel in an ambulance on a YAS bariatric wheelchair with two members of staff.

Bariatric Stretcher (BST2)

Description	The patient requires transport on a YAS bariatric stretcher. 
Patient mobility (describes what the patient can physically do, how they transfer, and the level of support they need)	The patient: • will travel on a YAS bariatric stretcher. • must be able to transfer on and off a YAS bariatric stretcher with physical assistance from two members of staff, as the equipment cannot be left with the patient. • requires physical assistance from two members of staff to travel between their location, the vehicle and their destination. • will not be required to transfer onboard the vehicle.
Other information (includes booking rules, location access, equipment, risk assessment information and operational instructions)	A risk assessment is required if there are steps or no ramped access between the patient's location and the vehicle. Maximum weight limits for moving and handling equipment: • Ferno Compact 2 carry chair: 200kg or 31.49 stone • Ferno Compact PowerTraxx chair: 200kg or 31.49 stone • Ferno Venice PowerTraxx: 230kg or 36.2 stone • EZ Glide carry chair: 227kg or 35.7 stone • YAS wheelchair Lomax Uni 9: 133kg or 21 stone • YAS bariatric wheelchair Goliath: 300kg or 47.3 stone
Vehicle/resource that may arrive	An ambulance with two members of staff and a YAS bariatric stretcher.
Mobility read-back	The patient will travel in an ambulance on a YAS bariatric stretcher with two members of staff.

Multi-Crew (MC 3,4,5+)

Description	The patient requires three or more members of staff and/or specialist moving and handling equipment, as set out in the patient's risk assessment.  A photograph showing three ambulance crew members in green uniforms assisting an elderly female patient. One crew member is standing behind the patient, another is to the side, and a third is partially visible. They are helping the patient, who is wearing a patterned top and light-colored trousers, to sit in a wheelchair. The setting appears to be an indoor space, possibly a home or a care facility.
Patient mobility (describes what the patient can physically do, how they transfer, and the level of support they need)	The patient: • cannot be transported safely with physical assistance from two members of staff. • requires three or more members of staff and/or specialist moving and handling equipment to travel safely.
Other information (includes booking rules, location access, equipment, risk assessment information and operational instructions)	• A valid risk assessment must be in place or carried out. • The risk assessment must include details of the patient's mobility, location access, staffing requirement and any specialist equipment required.
Vehicle/resource that may arrive	Multiple vehicles and three or more members of staff.
Mobility read-back	A risk assessment is required to confirm how many staff and what specialist equipment is needed to transport the patient safely. An Operations Team Leader will contact the relevant person to arrange the risk assessment where required.

Child (CH)

Description	The Child (CH) mobility code is used when the patient requires a child seat or booster seat. 
Patient mobility (describes what the patient can physically do, how they transfer, and the level of support they need)	• The patient requires a child seat or booster seat for travel. • If the child does not require a child seat or booster seat, or is travelling in a wheelchair or on a stretcher, the appropriate mobility code should be used instead.
Other information (includes booking rules, location access, equipment, risk assessment information and operational instructions)	• The child seat or booster seat requirement must be confirmed at the time of booking. • The patient must travel with an appropriate escort.
Vehicle/resource that may arrive	A volunteer car or ambulance vehicle.
Mobility read-back	The patient requires a child seat or booster seat and will travel with an appropriate escort.