

Do you need transport to get to hospital?

Are you a patient registered with a Bath and North East Somerset GP?

Do you think you need help from the NHS to get to hospital because your health condition prevents you from using routine transport (cars/trains/buses/taxis/wheelchair taxis)?

Call the **Patient Transport Advice Centre (PTAC)** on **01278 727425*** between 8.30am and 6.30pm, Monday to Friday. Please have your NHS number available.

The NHS staff at PTAC will ask you about your mobility needs, and if you qualify, will book your transport with Arriva Transport Solutions. Please be advised that if you are a patient, you no longer call Arriva Transport Solutions direct to book your transport.

If you don't qualify, the PTAC staff may be able to suggest alternative means of transport for you to get to your appointment.

They may also ask you to call Healthwatch Bath and North East Somerset (BaNES) and we will advise you accordingly. Please be aware though that Healthwatch BaNES is not a provider of transport.

***Calls to the Patient Transport Advice Centre will be charged at standard geographic call rate and will be recorded for training and monitoring purposes.**