

What does MNET stand for?	Medical non-emergency transport – meaning that this is a transport service that supports those with medical needs but is not an emergency transport service.
How is this different from PTS?	The same provider (Yorkshire Ambulance Service - YAS) will be providing the new service, but we are working together as a healthcare system in York and Scarborough to ensure the national criteria are applied, so that all those who are eligible for support will get it.
What is different about this new service specifically?	The service hours will be longer than they used to be which means there will be more support for clinics that run early in the morning and late at night. There will also be support for discharge of patients in the early evening and at weekends or on bank holidays where this is appropriate. YAS will continue to work with existing transport services in York and Scarborough that provide specialist support for those with dementia, the frail elderly and where patients have specific medical needs such as a stretcher or wheelchair.
Will I see the same drivers and other staff?	Yes, the same staff will continue to support you.
What is not included as part of this new service?	If you don't have a medical need for transport but may have social needs, you will continue to be supported by your local council; usually City of York Council, North Yorkshire Council or East Riding Council.
What is the national criteria?	<p>The Department of Health described patient transport criteria in 2007:</p> <p>Eligible patients are those:</p> <ul style="list-style-type: none"> • Where the medical condition of the patient is such that they require the skills or support of PTS staff on/after the journey and/or where it would be detrimental to the patient's condition or recovery if they were to travel by other means.

	<ul style="list-style-type: none"> • Where the patient's medical condition impacts on their mobility to such an extent that they would be unable to access healthcare and/or it would be detrimental to the patient's condition or recovery to travel by other means. • Recognised as a parent or guardian where children are being conveyed. <p>See attached guidance for more information. http://webarchive.nationalarchives.gov.uk/20130124040549/http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_078372.pdf</p>
How do I know if I fit the criteria?	If you call the Single Point of Access for Yorkshire Ambulance Service, they will ask you a number of questions and the answers to these will determine if you are considered eligible or not. If you are not eligible for NHS funded transport the operator will suggest other voluntary sector or local organisations who may be able to help you travel. There may be a cost to some of these other services.
Why are you tightening the criteria?	We asked a lot of local people across York and Scarborough what they thought a transport service should provide. Our population was very clear that they wanted good quality services to be provided to all who need it, clear information about who is eligible and what the service provided is, and increased use of technology to support peoples understanding of what their waits might be.
Does this apply to everyone?	Yes, we will be applying this criteria to everyone. It would be inequitable of us to apply the criteria differently to different groups of people so we are looking at medical need.
If I was eligible previously, am I automatically eligible now?	No, each request will be reviewed again on the information you give.
If I travel frequently or regularly, am I automatically eligible?	No, again, each request will be looked at individually. If you travel frequently or regularly you can ask for your eligibility to be reviewed

	up to every 3 months, if the seriousness of your condition changes, or if you have other travel options now available to you.
Can I appeal an eligibility decision?	Yes, there is an appeals process available, and the operator would be able to advise how to access this. Appeals will also be based on medical need. You may be granted temporary access to transport services whilst your appeal is investigated.
If I am an in-patient at a hospital can I get transport home?	You will get transport home if you require it for medical reasons. If you are not eligible then you, your friends and relatives or ward staff can speak to the Single Point of Access about alternative services that could support you.
Can I book a one-way journey?	If you are eligible due to medical need you can book a journey one or both ways to an appointment or treatment. Please ask the operator at the Single Point of Access to book a single journey. We would much prefer you to book a single journey than to be worried if you don't turn up when we expect you!
Might my eligibility change throughout my treatment?	Yes, you may find that as you improve medically you do not need support with transport; please just let us know if this happens. Equally your condition may deteriorate with time; if you call the Single Point of Access to review your eligibility they will work through this with you.
If I need transport for a single journey when I usually have support from friends or family will I be eligible?	You will need to review your eligibility through the Single Point of Access. If you are medically eligible then yes, you would be offered support for single journeys as you require them.