



Hampshire & Thames Valley Non- Emergency Patient Transport Service (NEPTS) Update

THE NEPTS SERVICE

The Non-Emergency Patient Transport Service (NEPTS), provided by South Central Ambulance Service NHS Foundation Trust (SCAS), delivers transport for eligible patients who have a medical reason that means they are not able to travel for treatment by another method.

This poster aims to provide you with the key changes to our service.

WHAT'S CHANGING on 1st November 2023

Health Care Professionals will no longer have access to the SCAS online booking portal to book routine outpatient appointments for patients. You will need to direct the patient to our patient hub <https://managemybooking.scas.nhs.uk/patientzone> to enable them to manage their booking process from end to end.

If it is a patient's first use of NEPTS, they will need to book via the telephone to get set up onto the system, and thereafter the online system will be available.

They will require the following information to set up an account on the SCAS patient hub.

- NHS Number
- DOB

Patients can book via the online platform up to **20** days in advance.

- This platform enables the patient to.
 - Place a booking on the system.
 - Amend a booking.
 - Cancel a Transport booking.
 - Obtain an Estimated Time of Arrival

Exceptions

Health Care professionals will continue to be able to use the Cleric online platform for the following bookings;

- Discharges / Transfers
- Renal Dialysis appointments

Thank you for your support and advising patients of the changes.