



Who is eligible for NHS ambulance transport?

Patients whose medical condition or recovery would be worsened if they were to travel by any other means.

Patients whose medical condition means they would be unable to access healthcare by other means.

Patients must arrange their own transport, unless they satisfy one or more of the following criteria:

- Patients requiring continuous oxygen or intravenous support
- Patients who are unable to stand or walk more than a few steps and cannot use public transport or manage in a family car
- Patients requiring medical equipment that cannot be accommodated by private or public transport
- Patients requiring a stretcher
- Patients with clearly recognised disability
- Patients whose treatment may debilitate them in a way that cannot be accommodated by public and private transport.

Eligibility for Non-Emergency Patient Transport Services should be determined by staff that are:

- Clinically supervised and/or working within locally agreed protocols or guidelines and
- Employed by the NHS or working under contract for the NHS.