

If you are not eligible for NEPT service, there are a number of other travel options for patients. These could include friends and family, public transport and community transport.

If you live in Shropshire, for more information about local transport options, please see the Shropshire Council website: [www.shropshire.gov.uk/public-and-passenger-transport](http://www.shropshire.gov.uk/public-and-passenger-transport) or call: 0345 678 9000.

You can also call this number for more information about bus passes; and about blue badges if you have difficulty in walking or seeing.

If you live in Telford and Wrekin, travel and transport information can be found on your local council's website at: [www.telford.gov.uk/info/1019/transport\\_and\\_travel](http://www.telford.gov.uk/info/1019/transport_and_travel) or by calling: 01952 380000.

There are also some local charity and voluntary organisations that might be able to help you with transport to and from healthcare appointments. Some of these services are only available to certain groups of people living in certain areas. You can find information about this by calling

your local councils on the numbers above or on your local council websites, depending on where you live:

[www.shropshire.gov.uk/public-and-passenger-transport/community-and-voluntary-transport/](http://www.shropshire.gov.uk/public-and-passenger-transport/community-and-voluntary-transport/)

[www.telford.gov.uk/info/1019/transport\\_and\\_travel/136/community\\_transport](http://www.telford.gov.uk/info/1019/transport_and_travel/136/community_transport)

If you are a patient and need help with the costs of travelling to hospital, you may be able to claim a refund under the Healthcare Travel Costs Scheme. For more information, please go to: [www.nhs.uk/nhsengland/Healthcosts/pages/Travelcosts.aspx](http://www.nhs.uk/nhsengland/Healthcosts/pages/Travelcosts.aspx) or call: 0300 330 1343 (NHS – Help with Medical Costs)

To find out if you are eligible for Non-Emergency Patient Transport Services, please contact Medical Services on: 01743 762650

If you require any additional information about these services or have any concerns about them, please call:

Telford and Wrekin - [enquiries@telfordccg.nhs.uk](mailto:enquiries@telfordccg.nhs.uk) or 01952 580407  
Shropshire - [customer.care@shropshireccg.nhs.uk](mailto:customer.care@shropshireccg.nhs.uk) or Freephone 0800 032 0897



**Non-Emergency Patient  
Transport Services in  
Shropshire, Telford and Wrekin**

A Non-Emergency Patient Transport (NEPT) Service is provided for **patients who have a medical condition which prevents them from using other forms of transport** to travel to and from healthcare appointments. The service is not provided to people who want transport for social or financial reasons, or for those who are able to travel on public transport or by other means to get to their healthcare provider. This service is totally separate to emergency ambulance services.

You could be entitled to use the service if **you are registered with a GP in Shropshire or Telford and Wrekin** and have been referred for a hospital or another medical appointment. Patients will be assessed on their suitability using a short and simple series of questions to ensure fair and consistent access to the service.

### The questions will be based on the following:

- Is the patient able to travel with friends/family or on public transport?
- Does the patient need skilled assistance to transfer them to and from a vehicle?
- Does the patient have a condition where there could be the need for skilled assistance when travelling?
- Does the patient have a disability or condition that could cause a risk to themselves or others if travelling by alternative transport?

If following this assessment you are eligible for the NEPT service, transport will be arranged for you.

The provider of NEPT services in Shropshire is Medical Services. If you want to contact Medical Services direct, please call: **01743 762 650**.

