



HOSPITAL TRANSPORT

We are aware that hospital transport has become quite a talking point for the residents of Biggar. It was high up on the priority list for requiring improvement in our area following a public consultation on Health, Social Care and Transport in June 2019, led by Biggar Community Council. In addition, initial analysis of the recent Community Action Plan survey has also highlighted it as a major concern.

BCAG has been liaising with Getting Better Together, Shotts (GBT), who provide hospital transport for the whole of Lanarkshire and we have agreed a referral process for eligible residents of Biggar. The initial referral will come from BCAG, but for subsequent requests, a resident can contact GBT direct.

All hospitals where you are likely to be referred for an appointment are covered.

If you have a need for hospital transport, then please request this as soon as possible in advance of your appointment as the service is very busy.

**Please call BCAG's Duty Manager on
07376 318724.**

**You may get an answerphone, but please
leave a message and someone
will get back to you within 24 hours.**

Please see overleaf for eligibility criteria
and further information.

ELIGIBILITY CRITERIA are as follows: (these can be flexible, you can still contact us for consideration if you do not fit the criteria)

- Aged over 65 (exceptions can be made)
- No transport of your own, or unable to use own transport
- No family or friends to take you to the appointment
- No eligibility to use Patient Transport Service (PTS) see note (1) below

**Please call BCAG's Duty Manager on
07376 318724.**

**You may get an answerphone, but please
leave a message and someone
will get back to you within 24 hours.**

NOT ELIGIBLE if:

- Diagnosed with cancer (Lanarkshire Cancer Care Trust (LCCT) offers transport in these cases - see note (2) below)
- Appointment for dialysis (service offered elsewhere)

Notes:

(1) The eligibility for PTS will be decided by GBT, but there is a general awareness that PTS is not always efficient or appropriate and the eligibility criteria are unclear.

(2) LCCT offers patients and their carers living in the NHS Lanarkshire area free transport for appointments. The service is primarily for people who have no other means of getting to their appointments and who couldn't cope with hospital transport. Visit their website <https://lcctdrivers.com/> or call them on 01698 355137