

## Commissioner's Responsibilities

- To meet monthly with key stakeholders (transport, renal service providers, patients).
- To seek the views of all stakeholders on an annual basis regarding the transport service they receive.
- To set out clear quality standards in a service specification, which is monitored in partnership with our transport providers.
- To monitor performance against quality standards.
- To take action if transport providers consistently fail to meet service requirements.
- Work closely with units and service-users to develop the service.
- To provide adequate funding for transport when planning expansion of dialysis services or service changes.

### Failure to adhere to these agreed responsibilities may lead to:

- Avoidable transport delays, resulting in a poorer patient experience.
- Additional costs, which could be utilised to develop the future provision of the service.
- Transport being reviewed for individual patients who do not adhere to the charter.

For further information about transport for Renal patients, please contact:

The Renal Engagement Lead  
Patient Transport Service  
Yorkshire Ambulance Service Headquarters  
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The Leeds Teaching Hospitals   
NHS Trust



Yorkshire Ambulance Service   
NHS Trust

# Renal Transport Charter

## Information for patients

### Patient and Carers' Responsibilities

- To be ready to travel in timely manner, taking into consideration the distance and potential traffic delays which may be experienced on route to your dialysis unit.
- To inform the renal hub at the earliest opportunity preferably 24 hours or more before your appointment if transport is not required.
- To use the transport provided appropriately and not abuse its use (e.g. asking drivers to stop at shops on route).
- To provide constructive feedback to the dialysis units and the transport providers when transport is working well and also when it has not met expectations. A poster detailing all contact methods, contact numbers and addresses can be found at each dialysis unit.
- To be aware of the contractual targets linked to the service which are:
  - Patients to arrive no more than 30 minutes before their appointment and to not arrive late.
  - Patients to be collected within 45 minutes of their booked ready time.



## Patient Transport Service Responsibilities

- To meet quality standards outlined within the contract specification which is monitored in partnership with our commissioners.
- To provide safe, clean, smoke-free vehicles, appropriate to patients' requirements.
- To ensure all patients are properly secured into the vehicle with seat belts or wheelchair restraints as appropriate in line with legal requirements that must be adhered to.
- To ensure timely pick up for patients, taking into account the distance and traffic delays which may be experienced, whilst transporting patients to and from their dialysis sessions.
- To advise the dialysis unit of any concerns regarding the patient.
- To provide a flexible, patient-focused service.
- Provide a dedicated contact number for service-users to check their transport arrangements.
- Provide feedback to patients and to unit staff regarding issues as and when they arise.
- Work closely with units and service-users to develop the service.



## Leeds Teaching Hospital NHS Trust and Dialysis Units Responsibilities

- To ensure the appropriate transport is booked according to the mobility needs of each patient.
- To regularly review the mobility of patients and their need for transport to be provided.
- To liaise with transport providers and patients/carers.
- Provide timely information when a patient's treatment day or times require changing e.g. Christmas and New Year.
- To provide transport providers with all the relevant patient information e.g. if the patient is visually impaired or their first language is not English.
- Provide feedback to the transport provider when a patient's treatment has been compromised.
- To notify patients and confirm transport bookings with as much advanced notice as possible - preferably no less than 48 hours before appointment/day of travel.
- To review every three months the mobility of patients and their needs for transport in full consultation with the Renal Engagement Lead.
- Where practically possible, give as much notice as possible when patients' treatment days or times require changing e.g. Christmas, New Year, Bank Holidays etc. via the joint working group.

## Joint Commitments

- To ensure that the patient's dignity is maintained at all times.
- To be polite to the staff, Renal Hub staff and fellow passengers.
- To ensure all parties who work as part of the renal service delivery have an awareness of the needs of renal patients and act accordingly.
- To continually liaise with transport providers, patients and carers.
- To treat all staff, patients and other service users with respect at all times.

