

Improved access to Non-Emergency Patient Transport Services

Health Secretary, Vaughan Gething, has today [12 May 2017] highlighted the improvements that have been made to the Non-Emergency Patient Transport Services (NEPTS) across Wales, in response to the McClelland strategic review of Welsh Ambulance Services.

The changes have significantly improved access for patients, carers and health care professionals to the service. Abandonment rates have fallen from 11% to 5% and call waiting times have also reduced.

Patients can make a booking through a single national number (0300 1232303) and can cancel or make enquiries about transport by using enhanced on-line services that are available 24/7.

Health Secretary, Vaughan Gething said:

“In January 2016 I announced plans to modernise the provision of Non-Emergency Patient Transport Services (NEPTS) across Wales following the strategic review.

“I am pleased to see that the significant changes made to NEPTS so far have made a real difference to patients. There is far better access and it is simpler to use, meaning patients are getting a higher quality service and inefficiency in the system has been reduced.

“I am keen to see the health boards and the Welsh Ambulance Service Trust continue to work collaboratively to build on this success even further.”