



## Contact us

If you have questions or want more information about the ambulance service please ring:

### PALS

(Patient Advice and Liaison Service).

Phone **0800 032 0202**

Or you can ring us on  
**0191 430 2000**

## Ambulance Service WHAT IS **PATIENT TRANSPORT?**



Easy read

# IT HELPS YOU TO GET TO YOUR HOSPITAL APPOINTMENT

## FIRST STEPS

First, talk to the **doctor** or **hospital**, they might book transport for you. Or we will give you a number to call.

# WHO IS GOING WITH YOU?

You can take one friend or family member with you on the ambulance if you need them to care for you.

If we have your phone number we will text message you before your appointment day.

Please tell us if you do not want us to text you, phone us on **0191 215 1515**



## CANCELLATION



If you don't need ambulance transport anymore please tell the person who made your appointment **as soon as you can.**

## WHAT TIME SHOULD I BE READY?

2 hours before your appointment time



If you have an early morning appointment (8am to 9am) the operator will have given you a pick up time.

# GOING HOME



After your appointment please tell the **nurse** or **receptionist** that you are ready to go home by ambulance transport.