

NHS and Healthcare Journey Protocol

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Operations Manager
Version	1.0
Effective date	06.06.2026
Review date	06.06.2027
Approved by	Director

Purpose

This protocol defines the company's role when arranging or carrying out NHS-related non-emergency journeys, healthcare appointment transport, discharge-related account bookings or private hire bookings involving healthcare settings.

Scope

Applies to staff, drivers, escorts and contractors working on NHS-related, hospital, clinic, care setting, GP, outpatient, discharge or healthcare account journeys. It does not make the company an ambulance provider or clinical patient transport service.

Service boundary

The company provides pre-booked private hire passenger transport using licensed PHV drivers and vehicles. It does not provide emergency ambulance transport, clinical monitoring, lifting, clinical assessment, medication administration, oxygen support, infection diagnosis, medical escorting or care unless a separate contract duty is clearly accepted, risk assessed and trained.

Booking assessment

Before accepting healthcare-related work, the operator should confirm pickup/drop-off, passenger mobility, wheelchair/accessibility needs, escort/carer travelling, appointment time, handover contact, whether the passenger can travel by PHV, and whether any medical or behaviour risk affects transport safety. If the passenger requires clinical support, the booking should be referred back to the client/NHS contact.

Medical deterioration

If a passenger becomes unwell, distressed or medically unstable, the driver/escort must stop safely if driving, call 999 where urgent or uncertain, contact the operator and follow emergency advice. Drivers must not transport a passenger to hospital as a substitute for emergency services where emergency care is needed.

Hospital discharge and handover

Drivers must not accept responsibility for unsafe discharge. If the passenger cannot safely enter the destination, has no receiving adult where required, appears too unwell, or handover arrangements fail, the driver contacts the operator. The operator contacts the booking NHS/client contact and follows the failed handover/safeguarding procedure if needed.

Infection prevention and cleanliness

Vehicles must be clean and fit for passenger transport. Staff, drivers, escorts and contractors should follow reasonable hygiene measures, including hand hygiene, cleaning touch points after soiling or illness, safe disposal of waste provided by the passenger, and reporting contamination. The company does not provide specialist infectious disease transport unless contractually agreed and equipped.

Confidentiality in healthcare journeys

Appointment details, diagnoses, hospital attendance, discharge information and passenger health data are confidential. Drivers and escorts receive only the information needed for safe transport and handover.

Safeguarding adults and children

Healthcare journeys may involve adults at risk, children, mental health needs, learning disability, dementia, neglect, domestic abuse or unsafe home circumstances. Concerns must be reported under the safeguarding policies.

Responsibilities

The operator checks booking suitability. Drivers/escorts follow safe transport and emergency procedures. The Operations Manager reviews healthcare journey risks. The DSL advises on safeguarding concerns.

Procedure

Confirm suitability, allocate appropriate vehicle/driver/escort, follow handover instructions, respond to deterioration through emergency services, record incidents and review repeated concerns.

Records kept

Booking notes, risk assessments, handover notes, incident/accident forms, client notifications, complaints and safeguarding records.

Review

Reviewed annually and after any NHS/client audit, medical incident, unsafe discharge concern or healthcare journey complaint.

Approval

Signature

Name

MOHAMOUD MOHAMED

Position

DIRECTOR

Date

06.06.2026