**TRANSPORT**

**Blue Badge**

Blue Badges enable disabled people with visible and non-visible (‘hidden’) disabilities to access goods and services by allowing them to park close to their destination. Blue Badge holders may travel as either the driver or passenger in accordance with the rules of the scheme.

You can apply or renew online with [*blue.badges@westsussex.gov.uk*](mailto:blue.badges@westsussex.gov.uk), or phone 01243 777653 if you would like an application form sent to you to complete.

Please note that:

Applying for or renewing a Blue Badge are both the same process, and the cost – if successful – is £10:00.

You can re-apply up to 12 weeks in advance of your current badge running out

It may take up to 8 weeks to process a completed application or renewal

You may be asked to attend an appointment with an expert assessor

Information you will need to complete your application:

A recent digital photo showing your head and shoulders

Proof of identity (such as a birth certificate, passport or driving licence)

Proof of address (such as a council tax bill or government letter)

Proof of any benefits (if you receive any)

Your national insurance number (if you have one)

The details of your current Blue Badge (if you are re-applying)

To avoid delay, please check that you have included everything required, and give as much detail as possible when submitting your application.

**COMMUNITY TRANSPORT**

A range of providers can help you access health services if you cannot use public transport for health reasons, or where there is no form of transport available to you.

They often operate a Dial-a-Ride service and help you from your door to the vehicle, and into the hospital or clinic at the other end. Charges vary from operator to operator.

**CARE – East Grinstead – 01342 410086**

This service is available for East Grinstead residents. Volunteers drive anyone unable to find alternative transport to hospitals or surgeries – i.e. from family, friends, neighbours, etc.

Travel is restricted to one journey per week per passenger, and can be booked up to 6 weeks in advance, and with at least 3 days’ notice.

There is a small charge for this service that covers the cost of the fuel / car running costs.

**Volunteer Car and Community Shopping Bus**

**provided by Bluebird – Community Transport Mid Sussex**

**01444 471919**

To access these services you must register as a member with them.

Please contact the above telephone number for a registration pack, or download from *ctsussex.org.uk.*

Registration is free. Once you are registered, you can book your first journey.

**Volunteer Car**

The fare will be given to you when you book this service and can vary depending on location. It is roughly 50p per mile up to a maximum of 25 miles.

**Community Shopping Bus**

This is a shared service, collecting you from your own home and taking you with other passengers to the local shops.

This needs to be booked at least 5 days in advance. The cost for this is currently £7:00 return.

This service is currently restricted due to COVID restrictions.

**Mid Sussex District Council – Concessionary Travel**

**01444 477304 or**

**email: concessionarytravel@midsussex.gov.uk**

Mid Sussex District Council runs a scheme to help older people and disabled residents in Mid Sussex with the cost of travel.

You may be eligible for reduced rail, bus or taxi fares if you are a permanent resident in Mid Sussex.

**NON-EMERGENCY PATIENT TRANSPORT SERVICE (NEPTS)**

Getting to hospital appointments can be difficult. Please find below some information that you may find helpful.

If you are unable for clinical reasons to use private or public transport to get to and from hospital, you might be able to use the NEPTS.

The NEPTS service is only available to eligible patients. You may be considered eligible if:

You have a medical condition such that you require the skills of ambulance staff or appropriately-skilled personnel on or for the journey, and/or

Following a documented clinical decision, it has been determined that your medical condition is such that it would be detrimental to your condition or recovery if you were to travel by any other means.

If you are the recognised parent or guardian of a child being transported by NEPTS, you may also be permitted to travel.

This non-emergency service is commissioned by the NHS **for eligible patients with a medical need that prevents them using conventional transport to take them to and from hospitals.**

**BOOKING YOUR TRANSPORT**

Your **first NEPTS journey** must be booked by a **healthcare professional** – or by calling the **Central Booking Line.**

You can then use **Patient Zone** to book subsequent journeys, manage your bookings and check your journey status.

You can book your first journey by calling the

**Central Booking Line – 0300 123 9841**

**between 07:00am and 20:00pm on Mondays-Saturdays, and**

**between 08:00am and 17:00pm on Sundays and Bank Holidays**

Once you have made your first booking, you will be able to access the **NEPTS Patient Zone 24/7** through the online portal, where you can manage your booking via a computer or smartphone. There you can book journeys, check your journey status and cancel bookings.

If you are hearing-impaired and use a service such as Type Talk, you can call the **Central Booking Line** through them and they will process your booking as usual.

You will need to have the following information with you in order to make a NEPTS booking:

Name

NHS number

Date of birth

Home address and contact phone number

GP Practice

Mobility and care requirements

Relevant health issues

Care package details

Home access information, including key codes (if applicable)

Date and time of travel required

‘From’ and ‘to’ destinations, including specific clinic details

(if appropriate)

**To amend or change a booking**

You will need your NHS number and date of birth. Proceed to the **NEPTS** **Patient Zone** and click on the ‘**Manage my booking online’** section.