

# Air Ambulance Service

## Patient and Escort Information Guide



## Travel Arrangements

### OUTBOUND

Date: \_\_\_\_\_

Locator / Ticket No: \_\_\_\_\_

Airline / Sea Craft: \_\_\_\_\_

Departure Airport / Port: \_\_\_\_\_

Departure Time: \_\_\_\_\_

Arrival Airport / Port: \_\_\_\_\_

Arrival Time: \_\_\_\_\_

Taxi UK: \_\_\_\_\_

**Please Check In 1<sup>1</sup>/<sub>2</sub> hours minimum Before The Flight And Take Photographic ID, Commercial Baggage Allowance And Cabin Restrictions Apply.**

### RETURN

Date: \_\_\_\_\_

Locator / Ticket No: \_\_\_\_\_

Airline / Sea Craft: \_\_\_\_\_

Departure Airport / Port: \_\_\_\_\_

Departure Time: \_\_\_\_\_

Arrival Airport / Port: \_\_\_\_\_

Arrival Time: \_\_\_\_\_

Taxi UK: \_\_\_\_\_

This guide is designed to provide you with information regarding your travel to and from the UK.

## **Outbound travel by Air Ambulance**

- Your transfer to the UK is by Air Ambulance
- Your escort will be a Registered Health Care Professional
- In exceptional circumstances only a relative/friend may be authorized as a visitor. Their travel might be permitted to accompany you in the Air Ambulance or by scheduled flight / boat. The Air Ambulance Coordinator may advise of this
- Transport from the UK airport/port to hospital will be by ambulance, bus, or taxi depending on patient assessment.

## **Outbound travel by scheduled flight/boat**

- Your transfer to the UK for admission or Outpatient Clinic is by scheduled flight/boat
- Your medical team and the Air Ambulance Coordinator will assess you to decide if you require a health care professional as an escort
- In exceptional circumstances, according to criteria's, a relative/friend may also accompany you
- Travel arrangements will be made by the Patient Transfers team
- Wheelchair and lift on assistance can be provided with 48hrs notice
- Transfer from the UK airport to Hospital will be by taxi.

## **How will I return home?**

When the doctors in the UK decide you are fit to return to the Island the following will happen:

- The nursing staff will contact the Air Ambulance Service/Patient Transfers team and inform them that you are ready for discharge home or for continued care/convalescence within Noble's Hospital
- If required a clinical assessment will be undertaken between the nursing staff on the ward and the Air Ambulance Coordinator, with regards to your present condition and mobility level
- Your return journey will probably be by scheduled flight. A Manx Care escort is not normally required
- Your transport to the UK airport/port and flight/boat home will be arranged by the Air Ambulance Service/Patient Transfers, and the details relayed to you by the Ward staff
- If you require a Manx Care escort on a scheduled flight or Air Ambulance, this will also be arranged by the Air Ambulance Service/Patient Transfers
- If you need continued care within Noble's Hospital, an escort and appropriate transport will be arranged
- It is your responsibility to arrange transport from Ronaldsway, Isle of Man airport to your home.

## How will I get to a hospital outside the North West of England?

- Scheduled flight arrangements will be made by the Patient Transfers team
- No road transport will be pre-arranged
- You are required to make your own way to the hospital by bus/train/taxi etc. Any travel cost incurred by you will be refunded on your return, on production of a valid reasonable receipt, and in accordance with our travel allowance guidelines.

## Escort eligibility criteria

**This will only be utilised in exceptional circumstance**

- Child under 18 years
- Escort required as an integral part of treatment plan, e.g. living donor
- Pregnant ladies attending for treatment/confinement
- To ensure safety e.g. learning difficulties/physical disability/mental illness.

## Telephone numbers:

Air Ambulance Service: 01624 650509 (Mon–Fri 09.00 - 17.00, inc bank holidays)

Patient Transfers: 01624 642673 (Mon–Fri 09.30 - 16.00, inc bank holidays)

Out of hours contact: In an **EMERGENCY** contact Noble's Hospital on 01624 650000 and ask for the on-call Air Ambulance Coordinator

## Hospitals in the North West

Alder Hey

Arrowe Park

Aintree

Broadgreen

Clatterbridge

Liverpool Heart and Chest

Liverpool Woman's

Oswestry

Royal Liverpool

Walton Neuro Centre

Whiston

Wrightington

## Switchboard

0151 228 4811

0151 678 5111

0151 525 5980

0151 282 6000

0151 334 4000

0151 228 1616

0151 708 9988

01691 404 000

0151 706 2000

0151 525 3611

0151 426 1600

01942 244 000

Many hospitals have their own information leaflets. If you require any additional information, please call them direct and ask to have one sent to you.

## Frequently Asked Questions

### What must I take with me?

- Current valid photographic ID, usually passport, driving license or bus pass
- Outdoor clothing, suitable for travel on public transport
- Money valid for use within the UK.

### What airport regulations do I need to be aware of?

- Please be aware that whilst travelling within the UK, you must adhere to all regulations imposed by the airports at any time, i.e. baggage allowances and cabin restrictions.

### What are the visiting arrangements?

- If you have a prolonged stay (a prolonged stay is classed as 14 days after your arrival to the UK) in the UK, you may have a visit from a relative/friend every two weeks (after the initial 14 days of arriving in the UK, providing you don't already have an escort with you)
- This **will/must** be arranged via the Air Ambulance Service/Patient Transfers and paid for by Manx Care.

### How do I arrange accommodation for a visitor?

- Manx Care will not pay for hotel accommodation however you may be eligible to claim up to £50 per night.
- The booking and payment of accommodation is the responsibility of you/your visitor
- The most appropriate way to establish availability is to contact the hospital concerned and enquire about accommodation

### How does my escort get to or from the hospital, airport and hotel?

- An allowance of up to £10 per day may be payable in respect of transport costs for an approved escort. This is for travel between the airport/port, the accommodation and the UK hospital.
- All other taxi journeys are at your own expense
- Taxi travel within the Isle of Man is not provided, (unless you are in receipt of a low income benefit) and as such, you must make your own way to or from the airport/port.

**Please Note: UK taxis are not legally obliged to carry child seats or booster seats. Babies and children are allowed to be carried in arms. While taxi firms will endeavour to meet your needs, they cannot guarantee providing these devices. You or your partner may wish to consider if you are happy to comply with this or if you wish to make private arrangements to ensure a higher level of safety and comfort.**

## **How do I claim for travel or accommodation expenses?**

- Manx Care will reimburse you for relevant and reasonable expenses on the completion of an official claim form and the production of valid receipts on your return
- Unfortunately we are unable to process any expense claim unless on an official Expense Form. Please download from internet or contact the air ambulance office to request an expenses form.

## **Compliments, Comments, Complaints**

- Noble's Hospital welcomes feedback from our patients and their relatives and carers. It helps us to make changes if we can do things better and it reassures us that what we do is working for our patients. If you have a comment or compliment, do not hesitate to speak with a member of the Air Ambulance staff.
- If you or your relative wish to make a complaint about any particular aspect of your care or journey, in the first instance you should speak to the Air Ambulance Coordinator
- We will endeavour to sort out your problem or concern at once. All complaints are taken very seriously and each one is investigated thoroughly. Most complaints can be dealt with satisfactorily at the time and patients must not feel afraid to express any concerns or raise any issues that they may have
- If you wish to make a formal written complaints please write to:

### **Patient Safety and Quality Manager**

Noble's Hospital,  
Braddan,  
IM4 4RJ

If you are happy with the service you received and wish to make a donation to the Air Ambulance Service, please make a cheque payable to Noble's Hospital stating how you would like your money to be spent:

- 1) To improve patients comfort
- 2) Nurse Education
- 3) Equipment for the Air Ambulance Service and post to:

Air Ambulance Service, Noble's Hospital, Strang, Douglas, IM4 4RJ

Personal data that you provide to us will be processed in accordance with the Data Protection Act 2002.

Where it is lawful to do so, in certain circumstances, we may share and transfer personal data that you provide to us to other departments, boards and offices within the Isle of Man Government.

If you have any queries about what personal data is held about you or what processing of the data is being undertaken in relation to this service then please contact the:

**Manx Care** at the address on the back page.

# Expenses Claim Form

Air Ambulance Service  
Noble's Hospital  
Braddan, Douglas  
IM4 4RJ  
Tel: 01624 650509

Claimant's Name: .....

Address .....

Claimant's Address: .....

AATRS (if known): ..... UK Hospital: .....

Details of Expenses (Please attach all available supporting documents & receipts)

Item	Date	Travel From	Travel To	Amount Claim	Amount Authorised (office use only)

Total Claim £ .....

Your claim will be dealt with as quickly as possible but it may be three to four weeks before you receive reimbursement.

I confirm that the details and sums listed are correct and I claim the total indicated.

Print Name ..... Signature..... Date.....

Bank Details: Sort Code ..... Account Number.....

Authorised for payment by: ..... Date.....

Amount to be paid £ .....

Code ..... Date.....

Code ..... Date.....

This document can be provided in large print  
or audio format on request.



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