If you require a large print or audio version of this document, please contact the Air Ambulance Service on 01624 650509.

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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 HOUR BEFORE THE FLIGHT AND TAKE PHOTOGRAPHIC ID]

RETURN

Date: ____________________________
Locator / Ticket No: ____________________________
Airline / Sea Craft: ____________________________
Departure Airport / Port: ____________________________
Departure Time: ____________________________
Arrival Airport / Port: ____________________________
Arrival Time: ____________________________
Taxi UK: ____________________________
This guide has been devised to assist you with your forthcoming travel to and from the United Kingdom.

It is for NHS patients only.

Patients undergoing private treatment will not have their transport arrangements funded by the DoH.

**Outbound travel by Air Ambulance**

- Your transfer to the UK is by Air Ambulance
- Your escort will be a Registered Health Care Professional
- In addition, your Consultant may decide that a relative/friend can also accompany you to the UK. Their travel will normally be by scheduled flight/boat. In certain circumstances, your relative may be permitted to accompany you in the air ambulance. However, space is at a premium and priority must be given to the patient and medical team. The Air Ambulance Co-ordinator will advise you of this
- Transport from the UK airport to Hospital will be by ambulance.

**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 Co-ordinator will assess you to decide if you require a health care professional as an escort
- In addition, your Consultant may decide that a relative/friend may also accompany you
- Travel arrangements will be made by Patient Transfers
- 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 and inform them that you are ready for discharge home or for continued care/convalescence within IOM Hospitals
- If required a clinical assessment will be undertaken between the nursing staff on the ward and the Air Ambulance Co-ordinator, with regards to your present condition and mobility level
- Your return journey will probably be by scheduled flight with a relative (if they accompanied you initially). A DH escort is not normally required
- Your transport to the UK airport and flight 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 DH 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 IOM Hospitals, an escort and appropriate transport will be arranged
- It is your responsibility to arrange transport from the IOM airport to your home.

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

- Scheduled flight arrangements will be made by Patient Transfers
- No road transport will be pre arranged
- You are required to make your own way to the hospital by bus/train/taxi etc. Any cost incurred by you will be refunded on your return, on production of a valid receipt.
Useful Telephone numbers:

Air Ambulance Service: 01624 650509 (Mon–Fri 09.00 - 17.00)
Patient Transfers: 01624 642673 (Mon–Fri 09.30 - 16.00)
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

<table>
<thead>
<tr>
<th>Hospitals in the North West</th>
<th>Switchboard</th>
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<tbody>
<tr>
<td>Alder Hey</td>
<td>0151 228 4811</td>
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<tr>
<td>Arrowe Park</td>
<td>0151 678 5111</td>
</tr>
<tr>
<td>Aintree</td>
<td>0151 525 5980</td>
</tr>
<tr>
<td>Broadgreen</td>
<td>0151 282 6000</td>
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<tr>
<td>Clatterbridge</td>
<td>0151 334 4000</td>
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<tr>
<td>Liverpool Heart and Chest</td>
<td>0151 228 1616</td>
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<tr>
<td>Liverpool Woman’s</td>
<td>0151 708 9988</td>
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<tr>
<td>Oswestry</td>
<td>01691 404 000</td>
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<tr>
<td>Royal Liverpool</td>
<td>0151 706 2000</td>
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<tr>
<td>Walton Neuro Centre</td>
<td>0151 525 3611</td>
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<tr>
<td>Whiston</td>
<td>0151 426 1600</td>
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<tr>
<td>Wrightington</td>
<td>01942 244 000</td>
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</table>

On occasion, you may be referred to a hospital outside the North West. The Air Ambulance Co-ordinator will advise you of the appropriate telephone numbers.

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
- 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 carriage of fluids on board.

What are the visiting arrangements?

- If you have a prolonged stay in the UK, you may have a visit by a relative/friend every two weeks, 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 the DH.

How do I arrange accommodation for a visitor?

- 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
- The DH will reimburse up to £28.00 per night (£41.50 within London)
What taxi travel is allowed?

- Within the UK, a taxi will be arranged for one journey to take you to and then back from, the hospital where you are being treated

- 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 their accommodation and 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.

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 Bridgewater Cars 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?

- The DH 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 find one attached on page 9.

- Your claim will be dealt with as quickly as possible, but it may be three to four weeks before you receive reimbursement.
We welcome your comments on the service you have received. You can ring us on 01624 650509 or email us on hospital.nobles@gov.im

If you are dissatisfied with any part of the service, you should raise your concerns with the Air Ambulance Co-ordinator. If you feel your dissatisfaction is not dealt with adequately, you can make a formal written complaint to:

Complaint Manager for Health Service
Management Suite, Noble’s Hospital, Strang, Douglas, IM4 4RJ
Telephone: 01624 650793
Expenses Claim Form

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

Patient’s Name: ........................................  Address ........................................
Claimant’s Name: .................................................. ..................................................
AASTR (office use only) .........................  UK Hospital: .................................

Details of Expenses (Please attach all available supporting receipts)

<table>
<thead>
<tr>
<th>Item</th>
<th>Date</th>
<th>Travel From</th>
<th>Travel To</th>
<th>Amount Claim</th>
<th>Amount Authorised (office use only)</th>
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Total Claim £ ..........................

If you wish to be paid direct into your bank account please provide the following information:
Bank name ........................................................
Account number .................................................  Sort code ........................

I confirm that the details and sums listed are correct and I claim the total indicated.
Signature: ........................................  Date: ...........................................
Authorised for payment by: ..........................................................
Amount to be paid £...............................
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

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