



PREMIER
CARE DIRECT

Working in partnership with the **NHS**

Dedicated Renal **Patient Transport** *Service*

Your specialist non-emergency renal patient transport provider for South Yorkshire.



Supporting you on your journey to and from your dialysis appointments.



A service for you

Your renal unit has already booked your transport on your behalf to make sure you get to all of your dialysis appointments on time and with the support you need. If you have a general enquiry about your transport, please call:

01302 787 499

We have a friendly and trained team of people who look after you on the way to your dialysis appointment and back home again. We are there to listen to your needs and we encourage you to relay any concerns, comments or compliments to the care team, renal team or our dedicated Patient Experience Team to make sure everything is just right.



Premier Care Direct specialises in patient transport services and is focused on giving you a high standard of care during your time with us.

We are an open and approachable team striving to provide a timely, safe, hygienic and effective service, led by a strong team of highly experienced professionals from the NHS as well as from a care-oriented background.

Who will collect me for my appointments?

Our friendly, fully trained staff will collect you from your place of residence. All of our team members wear ID badges and uniform.

What should I bring with me?

You should bring any items that you may require that are related to your medical condition.

You may also bring a small bag with you.

Can I take my own wheelchair?

You can take your own wheelchair provided it is designed to be securely and safely attached to the vehicle's securing mechanisms, in line with current vehicle safety regulations.

Alternatively, we will provide one for you.

Can I take someone with me?

You may bring one escort with you, only if this is agreed by the renal unit and if:

- You need support on a regular basis
- You need your carer or assistant to support you
- You have communicative or sensory difficulty, such as visual impairment, hearing loss or speech difficulties
- You are under 18 years of age

Helping us help you

Where do I wait when I am ready to go home?

The renal unit will advise us when you are ready to go home.

Our crew will collect you from the waiting area to get you home safe and sound.

Please remember:

- to advise us of any additional needs
- you may have to share your journey with others
- to respect the no smoking and no vaping policy
- we will strive to always get you to your appointments and back home on time

Feedback

We welcome feedback on any aspect of the service and your comments will help improve the quality of service we provide. PCD and partnering NHS Clinical Commissioning Groups work closely together ensuring that the dignity, safety and wellbeing of patients are our highest priorities. You can contact the patient experience team on

Your mobility

In order to personalise the service to your mobility needs, we need to know what you'll be using to get out and about. Tell us if you use a manual or electric wheelchair or if you use any walking aids.

We supply certified child seats if required. We will ensure that you are properly and comfortably secured in the vehicle.

What if my dialysis treatment overruns?

Don't worry, we will adapt to this - the renal unit will simply contact us and let us know when to get ready for you if there's any change in your finishing time.

I have a concern, complaint or compliment for you, what do I do?

Please let us know using the details overleaf to contact the Patient Experience Team.



Enquiries
Call 01302 787 499

Check your booked transport or speak with us if you have a query about the service.

What we provide



Premier Care Direct is your renal patient transport service.

We provide non-emergency transport to renal patients.

We are here to ensure you get to and from your dialysis appointments with dignity and safety being our highest priority.

If you want to contact us about your experience of the service, please use the following methods below:

Compliment, comment or complaint?

Contact the Patient Experience Team:

☎ 0845 2411 369

@ PET@premiercaredirect.com

You can write to us at:

☰ Premier Care Direct,
Merchant Work Space,
Adwick Park,
Wath-upon-Dearne,
Rotherham,
S63 5AB.

Specialist renal patient transport is for patients who:

- Require to get to crucial dialysis appointments
- Need timely, safe and comfortable transport.
- Require expertise and support on your journey