

# Making it easier for families to get home from hospital

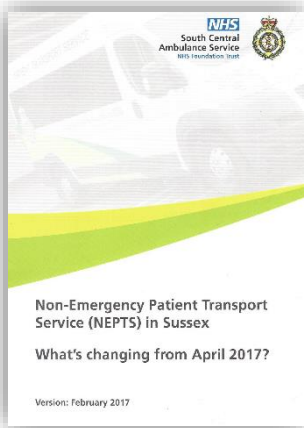
We heard how the **lack of child car seats** in non-emergency patient transport vehicles is leading to delays in families getting home after being in hospital.

2016 brought in a new non-emergency patient transport service, which failed many local people - leaving patients stranded at hospitals or people missing vital medical appointments.

We have and continue to work with the NHS organisations that plan, buy, monitor and provide this service. We are making sure peoples' experiences have been understood and that the new service, which will operate across Sussex from April 2017 is fit for purpose.

People will now be asked if they need a car seat when booking transport and the organisation is in the process of buying more child care seats.

Resolving the lack of car seats, is an example of how we are working to support the new service provider, **South Central Ambulance Service NHS Foundation Trust**, to have a service that meets local peoples' needs.



You can find out about the changes to this service by picking up a leaflet at your local GP surgery or by visiting the Trust's [website](#).

We would encourage **YOU** to share your story, good or bad, with us so we can support those who plan, buy, monitor and provide health and care to improve services by learning from peoples lived experiences.

**healthwatch**  
West Sussex



0300 012 0122



@healthwatchws  
@NHSadvocacy



@healthwatchwestsussex

[www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk)

Billingshurst Centre, Roman Way, Billingshurst, West Sussex, RH14 9QW