

# Healthwatch Surrey deep dive into EMED's provision of non-emergency patient transport - April 2025

## Background

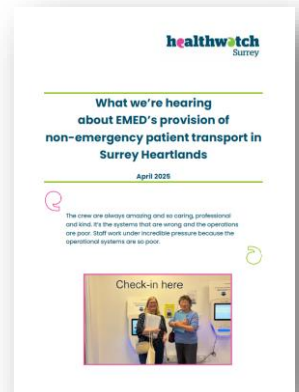
Our Healthwatch Surrey team were asked by NHS Surrey Heartlands to gather patient insights about using the NHS non-emergency patient transport service (EMED), which has been operating in Surrey since April 2024. The aim was to reach out to existing patients who use the transport to better understand the patient journey from booking the transport through to arriving for an appointment, and to identify any themes.

## Methodology

An online survey was promoted across the 4 acute hospitals through bespoke posters. Face to face engagement activities took place across all 4 Surrey hospital trust's outpatient areas between March and early April 2025. Our engagement staff and volunteers gathered additional background information from hospital staff, patients and through their own observations. A 'mystery shopper' gathered specific information about the booking process. The findings were grouped into 5 themes: booking, transport, reliability, staff and 'what one thing you would change' about the EMED transport service.

## Outputs

The insight from the engagement events was collated into a written report outlining the key themes, illustrated with first person quotes. Some highlights from our findings included that it would be helpful if people were sent a confirmation text at time of booking and a call 20 minutes before pick-up; and that any delays should be communicated to the user as soon as possible. It was also recommended that waiting times should be reduced to less than an hour, and a wait and return service be offered for short appointments. The insight gathered will help improve and shape future EMED non-emergency transport services for Surrey residents.



"Thank you for the comprehensive report on EMED. We truly appreciate the hard work that Healthwatch Surrey has put into this valuable piece of work."

**Quality Lead Ambulance & Integrated Urgent Care (IUC), Surrey Heartlands.**