

For more information about the palliative and end-of-life service available across Leeds, visit www.leedspalliativecare.org.uk



Leeds Palliative Care Network

**YORKSHIRE
AMBULANCE
SERVICE
CHARITY**



Registered Charity Number: 1114106

NHS
**Yorkshire
Ambulance Service**
NHS Trust



Dedicated service for patients with palliative care needs in Leeds.



Callers with hearing or speech difficulties can contact us on 0300 330 2000 using the Next Generation Text (NGT) service www.ngts.org.uk (Next Generation Text has replaced Text Relay, also known as TextDirect and Typetalk).

We are always happy to hear from patients and other service-users about their experiences. To thank a member of our staff, make a comment or suggestion about the service, raise a concern or make a complaint please contact our Patient Relations Team via email: yas.patientrelations@nhs.net or call 0330 678 4172.

If you would prefer this document in another format, such as another language, large print, Braille or audio file, please contact our Corporate Communications department, telephone 01924 584035.

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Leeds Palliative Care Ambulance Service



Flexible and responsive transport to help you reach your chosen destination.

Information for patients

Leeds Palliative Care Ambulance Service

The palliative care ambulance was established in 2007 as a dedicated service for patients with palliative care needs in Leeds.

The palliative care ambulance is operated by Yorkshire Ambulance Service NHS Trust (YAS), providing flexible and responsive transport to help patients reach their chosen destination without delay.

Our aim is to reduce anxiety for patients, families and carers and ensure everyone is treated with dignity and respect at all times.

Our ambulance staff have received specialised training in caring for patients with palliative needs and the ambulance has been designed for comfort and relaxation, with the aim of reducing its 'clinical' look. There is also room for up to two companions to travel with a patient.

The service is available for people registered with a Leeds GP. It complements the existing transport that we provide for patients, such as same-day discharges, admissions and transfers to a hospice, home, care home or community.



How to make a booking

The palliative care ambulance operates seven days a week, including bank holidays, between 09:00 and 19:00.

Palliative care transport can be booked by any healthcare representative involved in the patient's care.

The service is available free of charge, 365 days a year, to patients who are registered with a Leeds GP.

To make a booking, healthcare representatives should call **0330 678 4172**.

Lines are open 24 hours a day, seven days a week.

Additional Support

For any transport-related queries or concerns contact our Specialist Patient Engagement Officer, Andrea Thackrah, via email: a.thackrah@nhs.net or call: **07887 846777**.

