

Agenda 17b)

Milly Southworth

COUNCIL.
19/06/25

From: Lisa Grigg (Communities Support Assistant) <Lisa.Grigg@cornwall.gov.uk>
Sent: 05 June 2025 17:44
Subject: NHS Cornwall & Isles of Scilly ICB Patient Transport Options
Attachments: image (34).jpg

Information Classification: CONTROLLED

TO: Cornwall Councillors & Town and Parish Councils - South East Cornwall CAP

Dear All

Please see insight below from NHS Cornwall and Isles of Scilly Integrated Care Board regarding patient transport options.

With kind regards
Lisa

Lisa Grigg | Communities Support Assistant
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www.cornwall.gov.uk | 'Onen hag oll'

From: WALROUND, Jenny (NHS CORNWALL AND THE ISLES OF SCILLY ICB - 11N)
Sent: 05 June 2025 15:57
Subject: Patient transport options

Good afternoon,

In our community engagement we've heard that people would like to know more about local patient transport options.

We've created a news page, bulletin copy and social media and would appreciate it if you could share through your channels.

Bulletin copy

Need help getting to your medical appointment?

If you're going to a healthcare appointment for non-emergency tests or treatment, you'll normally be expected to make your own way there using your own transport or the range of public, community and voluntary transport available locally.

There are local patient transport schemes that could help you and you may be eligible for NHS funded transport.

Cornwall Council provides information on some volunteer transport schemes (including accessible vehicles) call TAP Cornwall 01872 223388 or visit [Community Transport - Cornwall Council](#).

You can also find more information through [Age UK Cornwall & The Isles of Scilly | Community Transport Services](#) and Volunteer Cornwall by calling 01872 265300 or visiting at [Book transport - Volunteer Cornwall](#)

NHS-funded patient transport is available for eligible patients meeting the clinical and financial criteria for support or assistance on or after the journey. Advice is available through the centralised booking service (01872 252211) and [online](#)

There's more information, including patient guides and details of who is eligible for NHS funded transport at [Patient transport - NHS Cornwall and Isles of Scilly](#) You can also call the NHS helpline on 0300 330 1343

Shareable links:

<https://cios.icb.nhs.uk/2025/06/05/need-help-getting-to-your-appointment/>

<https://www.facebook.com/share/p/1LitPFpnzg/?mibextid=wwXlfr>

All the best,

Jenny

Jenny Walrond

Head of communications and engagement

NHS Cornwall and Isles of Scilly Integrated Care Board

My working days are Monday to Friday, 9am to 5.30pm

[NHS Cornwall and Isles of Scilly website](#) | [Facebook](#) | [LinkedIn](#) | [Twitter](#) | [YouTube](#)

Preferred pronoun: She/Her

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