

Getting home from the Emergency Department

Accident and emergency

Patient information

Transport options

Our hospitals are easily accessible by public transport. However, we are unable to arrange transport home for most patients.

- If someone can collect you, let us know, and we will help coordinate with them when you are ready for discharge.
- Taxi services:
 - Royal Sussex County Hospital, Brighton: a free phone is available in the Emergency Department waiting area (Urgent Care Centre).
 - Princes Royal Hospital, Haywards Heath: we can provide local taxi numbers.

Non-Emergency Patient Transport (NEPTS)

This service is only for patients who medically cannot use public or private transport.

- Eligibility: you must be registered with a Sussex GP, and your medical condition must prevent you from travelling safely by other means.
- Please note, needing hospital treatment does not automatically qualify you for transport.

It is available for journeys:

- to a planned outpatient appointment
- to hospital for a planned admission
- home from hospital following your discharge
- home to Sussex from hospitals in other areas of the country.

It is not available out of hours. We may not be able to get you home at these times and you may need to stay in hospital till the following morning.

Community Transport Sussex

This community partnership service is for those with restricted mobility. It is based on a volunteer car scheme.

If you need to visit either the Princess Royal Hospital or Royal Sussex County Hospital sites please call this number, Monday to Friday from 9.30am until 11.30am.

01444 471919

Travel costs

- If you are on low income or specific benefits you may be entitled to reclaim your travel costs, to and from hospital.

See our information about patient transport and travel costs

www.uhsussex.nhs.uk/patients-and-visitors/patient-transport/

- If you are not on any eligible benefits you may be able to claim help through the NHS Low Income Scheme. Please contact the Cashiers Office for a HC1 Low Income Claim Form.
- Car travel mileage rate is paid at 14p per mile for round trip, and no fuel receipts are necessary. You will need proof of travel if you come by public transport. We do not refund taxi fares unless travel is impossible by other means.
- A certificate of attendance needs to be completed by the department attended.

Cashier's office

01273 696955 Ext. 64301 or 67630

Your discharge

Once we feel you are suitable for discharge, we will let you know.

We will send your GP a letter with details of your visit to the Emergency Department

If you need an outpatient clinic appointment, such as fracture clinic, you will be contacted over the next few days. Please make sure we have your correct contact details.

Contact details and opening times for various teams and organisations may be subject to change. Our website or switchboard may be able to help if you have difficulty contacting a specific team.

Support

For general medical advice please use the NHS website, the **NHS 111** service, walk-in-centres, or your GP.

- For general medical advice please use the NHS website, the **NHS 111 service**, walk-in-centres, or your GP.
- The NHS website www.nhs.uk provides online health information and guidance.
- There are walk-in and urgent treatment services at Brighton Station, Crawley Urgent Treatment Centre, Lewes Victoria Hospital, Horsham Minor Injuries Unit and Bognor Regis War Memorial Hospital.

This information is intended for patients receiving care in Brighton & Hove or Haywards Heath.

Ref. number: 992.1 Publication date: 06/2025 Review date: 06/2028

© University Hospitals Sussex NHS Foundation Trust Disclaimer:

The information in this leaflet is for guidance purposes only and is in no way intended to replace professional clinical advice by a qualified practitioner.

