



VIP Transport Services Ltd provide a specialist client centred Non-Emergency Patient Transport service for the residents of Wales, who are unable to make their own way for treatment.

VIP's client centred approach begins from the moment the job is allocated, to the moment you are brought home safely. Attention to detail and care is paramount to what we do and what we stand for. We offer a professional, friendly and reliable service 365 days per year, with a 24 hours a day on call facility.

With experienced staff to meet your specific needs, whether you are a patient or a medical professional. As part of our service, we will carry out a free client service survey to ensure that we maintain the highest standards of service delivery and care.



## PATIENT TRANSPORT SERVICES

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Licence Number: 21/00510



## PATIENT TRANSPORT SERVICES



VIP PATIENT TRANSPORT SERVICES LTD

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## There When You Need Us

Our services can be pre booked, and we also can provide a service for you 24/7. We also have an emergency call out facility if you need us at very short notice or an inconvenient time day or night.



We have a courteous team of drivers who take pride in their professionalism. They are punctual and reliable  
All our drivers are well presented in company uniform and identity badges. All vehicles are inspected regularly to ensure and maintain the highest standards of service delivery and presentation.

## EXCELLENCE AS STANDARD

We see ourselves as the standard bearers of Non-Emergency Patient Transport, providing a caring and considerate service that puts the needs of our clients at the centre of everything that we do.

As such, VIP Transport Services Ltd has successfully achieved and met the thorough quality assurance processes of the WAST/365 on-boarding framework. We also strive to promote good working relations and a multi-agency approach, to provide the right service for all our clients.

## Safety As Our Priority

The safety of our clients, and drivers is of the utmost importance. Government COVID-19 Guidelines regarding general safety, the wearing of face coverings and the cleaning/sanitising of all our vehicles. All jobs are risk assessed to ensure the highest standards of safety and well-being of our clients. Drivers must also pass the Government's symptoms checklist before each booking.

We can only accept bookings for requirements in line with government lock down policy

Please refer to our COVID-19 Guidance Policy for further information.

## Are you in a hard to find location?

Street addresses weren't designed for 2021. They aren't accurate enough to specify precise locations, such as building entrances, and don't exist for many rural areas. This makes it hard to find places and prevents people from describing exactly where help is needed. That's why we recommend using **what3words.com** if you are concerned.



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