

# Taxi Bookings

<b>Version:</b>	<b>Owner:</b>	<b>Created:</b>
1.1	Gemma Cuff	10.04.2026
<b>Published:</b>	<b>Approving Director:</b>	<b>Next Review</b>
23/06/2026	Lewis Scandle	23/06/2027

# Contents

Introduction.....	3
Scope.....	3
Overarching Principles .....	3
Booking Procedure.....	3
Monitoring .....	4

# Taxi Bookings

## Introduction

This policy sets out the criteria and principles governing the use of taxi transportation arranged by Brisdoc, for patients across Bristol, North Somerset, and South Gloucestershire. It ensures the alignment with the eligibility framework and overarching principles of Non-Emergency Patient Transport Services (NEPTS). The aim is to provide safe, equitable, and cost-effective transport for those with an urgent medical need.

## Scope

This policy applies to all staff (operational and clinical) responsible for arranging non-emergency patient transport to a Brisdoc Treatment Centre or GP Surgery or onward travel to a Hospital.

## Overarching Principles

Most patients should travel to and from Treatment Centres, GP Surgeries or Hospitals independently by private or public transport, with the help of relatives or friends if necessary.

Funded patient transportation is reserved for when it is considered essential to ensuring an individual's safety, safe mobilisation, condition management or recovery.

The decision to arrange a taxi for a patient should always be based on clinical need. Where a clinician has advised that a patient should attend an appointment or hospital, all reasonable options for travel should first be explored.

Taxis must **not** be booked for patients under the age of 16 who are travelling alone.

## Booking Procedure

Taxi bookings are based on location. Please refer to the details below when booking a taxi.

### Veezu Taxis

Each service has an account number, account name & a pin number. Each service will need to give specific information to be able to order a taxi. This is listed below -

Veezu - 0117 925 2626			
Account number	Account Name	PIN	Additional info needed to book a taxi
B593	Brisdoc Severnside – IUC & IAP bookings (Not Weston)	X8092	Patients name; patients contact number
N592	Brisdoc - BMC, CKMP and HHS bookings	X4696	Name of passenger or patient and contact number

## Taxi Bookings

G844	WDPL / CAS	X9484	Case number, name of patient, patients' phone number, patients' surgery or location code.
------	------------	-------	---

### Zoom Taxis

Account names & PIN numbers are below –

Please only use this account is booking via Veezu (Account N952) are unsuccessful.

<b>Zoom - 0117 955 5555</b>			
Account number	Account Name	PIN	Additional info needed to book a taxi
N/A	Homeless Health Service (HHS)	HHS BS2	Patients name, patients contact number

### Apple Taxis

<b>Apple – 01934 428192</b>			
Account number	Account Name	PIN	Additional info needed to book a taxi
GP001	Brisdoc Severnside – IUC bookings – Weston area only	N/A	Patients name, patients contact number

- **WDPL / CAS – G844 account** – This taxi account is paid for by the NHS Primary Care Network – Shared Business Services. This was introduced by the PCN to reduce the number of ambulances being sent out for non-emergency patient transfers. It is a shared account, so other services can use, but each service has a different PIN, this information must not be shared. Invoices for this account go directly to [sbs.apinvoicing@nhs.net](mailto:sbs.apinvoicing@nhs.net) and they are paid by the PCN.
- Brisdoc pay for all other taxi accounts.

**The sharing of our taxi contract information should not happen outside of BrisDoc. All bookings using our accounts should be made be a BrisDoc member of staff.**

## Monitoring

IUC OOH & IAP Team –

## Taxi Bookings

At each treatment centre, the Host or Shift Manager will maintain access to a taxi logbook. All taxi journeys must be recorded in this logbook at the time of booking.

The Service Delivery Team will use the logbook to investigate any queries and to cross-check entries against invoices before payment is authorised.

### **WDPL / CAS –**

Brisdoc do not pay for taxis booked on this account. All taxi journeys must be recorded in this logbook at the time of booking for record keeping purposes.

### **Head Office –**

This account is used for Head Office, CKMP, BMC & HHS bookings. Each service must maintain a log of taxi journeys. The Facilities Team will use the logbooks to investigate any queries and to cross-check entries against invoices before authorising payment.

### **HHS –**

This account is used for HHS. Invoices go directly to HHS for approval. All taxi journeys must be recorded in a logbook at the time of booking.

## Change Register

Date	Version	Author	Changes
10.04.2026	V1.1	G Cuff	Added details regarding BMC, CKMP & HHS and the IAP Team. Updated log book requirements. Updated policy to include NEPTS framework for decision making.