

"If I can't get there, I can't get care"

New patient transport rules
are leaving people behind

How have you, or
someone you support,
been affected?

healthwatch



Hi

I'm writing on behalf of **Healthwatch North Yorkshire and Healthwatch York**, the independent champions for people who use health and care services locally. We listen to people's experiences (good and bad) and try to make care better. Healthwatch also helps people find information and advice to know their options and make the best decisions.

We want to hear from both the public, community and voluntary organisations about the difficulties people face getting to healthcare appointments using **non-urgent patient transport**.

We appreciate the hard work of staff and services out there and know demand on the NHS and on local community transport is rising — especially where public transport is limited and costs are going up. Recent changes to NHS eligibility rules also mean some people are finding they're no longer entitled to patient transport provided. As Healthwatch, we are worried this could leave people delaying appointments or going without care and treatment altogether.

That's why we've launched a short **survey** to understand the impact of these changes, its scale, and bring them to the attention of those in charge of the NHS and patient transport.

Local Healthwatch appreciate this might feel like 'just another survey', or 'what's the point - nothing changes', but this one is different because responses will go straight to those making decisions about transport in North Yorkshire and York. And Healthwatch has the legal powers to ask what is being done and ask for a response.

👉 Take the survey here: <https://www.smartsurvey.co.uk/s/X6GOMW/>

(Closing date: **Tuesday 31 October 2025**)

More information here: <https://www.healthwatchnorthyorkshire.co.uk/news/2025-09-24/left-behind-new-transport-rules-risk-stopping-people-getting-care>

Your feedback will help us:

- Show the impact of missed appointments and hidden costs
- Share evidence with the NHS Humber and North Yorkshire Integrated Care Board (those who manage the money and plan services), North Yorkshire Council, and City of York Council
- Press for fairer, more accessible transport

Under the Health & Social Care Act, Healthwatch has the right to ask those in charge to come back to us and take action, telling us what they are doing or plan to do. We'll publish a report and share it locally.

The survey is anonymous, and responses will not affect anyone's care.

We'd be very grateful if you could:

1. Complete the survey as an organisation, and
2. Share it with any public who use your services

The link to the patient transport survey is <https://www.smartsurvey.co.uk/s/X6GOMW/>

Apologies if you've already received this email twice, we're just trying to contact as many organisations and people as possible to give them the opportunity to have their say.

We have posted about it today on our social media - Instagram, Facebook and X/Twitter.

Thank you for everything you do to keep communities connected.

Craig Marchant-Derrick

Marketing and Communications

My working days are Monday to Friday.

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