



Every patient who needs kidney dialysis will benefit from free transport to and from vital hospital appointments, the NHS in England announced today. New rules will also come into place to make it simpler for other patients to get free transport, including those with long term conditions and mobility problems.

Getting to and from dialysis is a major part of life for many – and it's one of those things which has to be done but is

sometimes not a great experience. So I am ever so pleased to be able to let you know that NHS England has made a new commitment to improving transport to dialysis, thanks to you sharing your experiences with us. Dialysis transport will be free to everyone who wants it, or you can choose to travel your own way but receive your travel money back very quickly. Waiting times and quality of services will be monitored and published.

[NHS England and NHS Improvement](#) has released new proposals on transport to and from hospital, which includes people on dialysis in kidney units. It's often called 'non-emergency patient transport' or NEPTS but to the 21,000 of you on dialysis it's the way you get to and get home from your treatment. This is the first time that the NHS has reviewed transport for many years and it is much-needed.

As a member of its transport Expert Advisory Group, Kidney Care UK has engaged extensively with NHS England on this report to make the case for improved quality and access to dialysis transport. We did this using your experiences including what you have said through the [annual PREM \(patient reported experience survey\)](#).

Previously, we coordinated the production of a vital report, [Finding our Way together](#) which summarised the differences in transport provision and quality across the country and proposed a change in policy to make it clear that transport is an essential part of kidney care. The report hit home, and we joined with Healthwatch and Age UK in a further report, [There and Back Again](#), to emphasise the case for change. The head of the NHS, Sir Simon Stevens subsequently announced a commitment for the NHS to review its transport guidance. As part of the Expert Advisory group, we will meet again to review the public feedback and suggestions for improvement and we understand that NHS England groups will start to implement the new guidance from April 2022.

Have your say: You can respond to the survey from NHS England [on their website](#) and you can write to us at Kidney Care UK at policy@kidneycareuk.org to give us your thoughts. The survey is open until 25 October 2021.