Information for patients from the Highlands & Islands area travelling to and from Hospitals within NHS Greater Glasgow & Clyde via Glasgow Airport

This leaflet is designed to provide information for patients and their escorts about the journey and if the planned flight returning to your home is delayed or cancelled by the airline for ANY reason.

It does not apply if the patient and escort miss the flight for any other reason.
Attending an Outpatient Appointment or being admitted to hospital

Before You Go
Make sure you have packed all the essentials for an overnight stay just in case:

If you feel that a wheelchair would be of benefit to you at the Airport please make sure this has been requested at the time of booking your Air travel as the Airport request works much better with pre-advice or contact

Premi-Air at Glasgow Airport Tel: 0141 842 7700 or E-mail: glasgowops@premi-air.co.uk

Or contact Flybe if flying with Loganair or Flybe on

Telephone: 01392 268500 (reservations)
Email: specialassistance@flybe.com

• Your travel documents and appointment information.
• A form of picture identification e.g. passport, driving licence.
• Your usual medication.
• Money, including change for the phone and taxi to and from the airport.
• Suitable outdoor clothing
• House keys
• Relatives contact details.
• Overnight bag with essentials such as nightwear, toiletries and a change of clothes.
• Child’s favourite toy/game.
• Magazines/books.
Useful Contacts.

Glasgow Airport Flight Information:
Telephone: 08700 400 008

Air Transport Users Council.
Telephone: 0207 240 6061
(Monday to Thursday 09.30—14.30 hrs).

Chambers Travel Agency (Out of Hours).
This is the Travel Agency used by NHS Glasgow.
Telephone: 0870 160 2121

Loganair Customer Relations
Loganair Limited
St Andrew’s Drive
Glasgow Airport
Paisley
Glasgow, PA3 2TG.

Premi-Air (Glasgow Airport Wheelchair service)
Telephone: 0141 842 7700

Glasgow Airport Taxis
0141 849 1111

Scottish Ambulance Service Area Service Office
0141 810 6180

Hospitals
Gartnavel General Hospital 0141 211 3000
Glasgow Royal Infirmary 0141 211 4000
Inverclyde Royal Hospital 01475 633777
Royal Alexandra Hospital 0141 887 9111
Royal Hospital for Sick Children 0141 201 0550
Southern General Hospital 0141 201 1100
Stobhill Hospital 0141 201 3000
Vale of Leven Hospital 01389 754 121
Victoria Infirmary/
New Victoria Hospital 0141 201 6000
Western Infirmary 0141 211 2000

Discharge from an inpatient stay in hospital

• Ward staff will discuss your return travel arrangements with you
• Travel to the airport will normally be via taxi. The white Glasgow Airport Taxis have increased security clearance and can drop passengers off outside the main terminal building.
• Patients will be expected to pay for their taxi transport.
• Only patients who have been assessed as meeting the Scottish Ambulance Service (SAS) eligibility criteria will have their return journey arranged through this service. SAS transport will be allocated only on medical grounds e.g. the patient is of restricted mobility, unwell, mentally incapable or has some other health problem that makes it unsuitable for them to travel by their own or public transport.
• The SAS will determine the mode of transport for the full journey. This will not normally include scheduled flights and may include land and ferry journeys.

Travelling home following an Inpatient Stay or Outpatient Appointment

If you know your flight has been cancelled you should still go to the airport so that you can make alternative travel arrangements. As you have been assessed as being fit to return home there should be no expectation that you would return to hospital due to flight cancellation. The following information also applies if you get to the airport and discover your flight is delayed or cancelled.

My flight has been cancelled — what happens?

Under European Union (EU) regulation 261/2004 you are entitled to care and assistance from the airline.

If the airline cannot provide you with another flight on the same
day you are entitled to assistance at the airport including meals and refreshments.

The airline must also provide you with hotel accommodation, meals and transport where an overnight stay is necessary and you are unable to make alternative arrangements. Loganair’s current arrangement is with an Airport hotel where Dinner, Bed and Breakfast are included in the booking, alcohol and telephone calls from the Hotel will not be paid for by the Airline.

**My flight has been delayed — what happens?**

Under European Union (EU) regulation 261/2004 you are entitled to care and assistance from the airline.

For delays over 2hrs the airline must provide vouchers for meals and/or refreshments appropriate to the time of day and in relation to the amount of time you have been waiting. If the delay lasts overnight, hotel accommodation, meals and transfers will be provided.

The airline is responsible for reorganising your homeward travel. They should keep you informed and do their utmost to accommodate your reasonable needs.

**My flight has been delayed or cancelled — can I go on a ferry instead?**

If travelling from Glasgow the Airline will advise on this, they have to take into account road conditions enroute to the ferry and may decide it best not to. Given the distance to the nearest ferry terminal the Airline may opt to accommodate you overnight instead.

The airline should contact the ferry operator for you and book your passage, also transport to the ferry terminal. The airline will cover the cost, as your plane ticket will be cancelled.
the “Useful Contacts” section).

- If you are still not satisfied with the airlines actions you can write to the You can ask the Air Transport Users Council for further assistance with your complaint, (details can be found in the “Useful Contacts” section).

- You are not happy with the alternative travel arrangements offered by the airline.
  In office hours .............................

- If you want to comment on your experience of either the hospital visit or travel use NHS’s Comments and Suggestions Scheme. You can pick up a slip and freepost envelope from all the Health Centres, Wards and Departments in the hospitals OR just drop us a line at.

**At the Airport—Where to go**

AIRPORT WHITE TAXI’S CAN GET CLOSER TO THE TERMINAL BUILDING AND SHOULD ASSIST YOU WITH GETTING TO THE ASSISTANCE POINT. A CALL TO THIS WILL GET THEM TO PICK YOU UP. 0141 842 7700

AT THE TERMINAL—DROP OFF POINT, CALL HERE TO GET ASSISTANCE

**What to do if you have been discharged from hospital and you need advice on your care while you are waiting to travel home.**

Discharged from any NHS Greater Glasgow and Clyde Hospital?

Please discuss with ward staff prior to discharge or telephone the ward. Hospital telephone numbers are provided within this leaflet. Please note that airline staff will assist you as much as they can, but staff availability may be limited, particularly during peak times and bad weather.

- You are not well or have limited mobility.
  Let the Ground Staff at the airport know. They will take this into consideration when organising your transport and accommodation. Most hotels have wheelchair accessible rooms, please let the Airline staff know you need one.

- You are going to run out of your usual medication.
  Contact NHS 24 on 08454 24 24 24. You will be asked to attend a designated Health Centre.

**What to do if you think the airline is not giving you the care and assistance you are entitled to.**

- Politely remind the airline staff that you are a hospital patient and in need of particular care and consideration.

- If the airline does not offer refreshments, overnight accommodation etc. when your flight is delayed or cancelled. Remind them of your rights as listed on page 3.

- The airline still fails to give you the care and assistance you need and are entitled to.
  Keep receipts for hotel accommodation, transport to and from this accommodation and dinner to the value of £15, write a letter to the airline asking for a full refund of these expenses, other expenses are not covered (details for Loganair can be found in