



# Trust. Care. Excellence.

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**Providing safe, reliable,  
and compassionate non-  
emergency transport for  
those in need across the  
East of England.**

**NR Patient  
Transport Services**  
Brandon, Suffolk  
01603 339 152  
[info@nrpts.co.uk](mailto:info@nrpts.co.uk)

 **PATIENT  
TRANSPORT  
SERVICES**  
TRUST | CARE | EXCELLENCE

Transport Services Run by Healthcare Professionals  
Prioritising People Above All Else.

***Driven by Healthcare Professionals  
Who Put People First, Every  
Journey Matters.***

**The human touch means empathy,  
compassion, care and little good humour.**



# People First, Every Journey.

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NR Patient Transport Services was established by professionals with over 80 years of combined experience in healthcare and patient transportation. Our goal is to provide safe, reliable, and compassionate transport for non-ambulant individuals to their medical appointments and care services.

Our mission is to deliver exceptional patient transport that prioritises comfort, safety, and dignity, ensuring that every journey is a positive experience. Our vision is to become the leading provider of non-emergency transport services in the East of England and beyond, recognised for our commitment to excellence and patient care.

At NR Patient Transport Services, our core values drive everything we do. We are dedicated to delivering our services with compassion, understanding the unique needs of each patient. Reliability is key, as we strive to be a trusted partner for our clients, ensuring punctual and dependable transport. Excellence is our standard, as we continually seek to improve and exceed expectations. Integrity underpins our operations, fostering trust and maintaining strong relationships. Lastly, we believe in a patient-first approach, using our expertise to make a meaningful difference in the lives of those we serve.



**Rachel Holden**  
Director | Paramedic



**Neil Fossett**  
Director | Emergency Medical Technician



**Daniel Gardener**  
Director | Emergency Medical Technician



**Amy Gardener**  
Director | Safeguarding Lead

# Flexible Transport Solutions.

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At NR Patient Transport Services, we understand that every individual has unique transport needs. Whether it's a trip to a hospital appointment or a discharge, a visit to the GP, or attending day care and respite services, our goal is to provide flexible and tailored transport solutions that support independence and enhance quality of life.

## Personalised Transport Plans

We offer personalised transport plans designed to accommodate the specific requirements of our clients. Our experienced team works closely with care homes, private care companies, and individual clients to create bespoke transport schedules that fit seamlessly into their routines.

## Specialised Vehicles

Our fleet of modern ambulances is equipped with wheelchair and stretcher access, as well as traditional seating, ensuring comfort and safety for all passengers. Each vehicle is meticulously maintained and fitted with the latest safety features to provide a smooth and secure journey.

## Trained and Compassionate Staff

Our highly trained and compassionate staff are dedicated to providing the highest standard of care during transport. They are experienced in assisting individuals with varying mobility needs and are committed to making each journey as comfortable and stress-free as possible.

## Reliable and Timely Service

Punctuality and reliability are at the core of our service. We understand the importance of arriving on time for medical appointments and other engagements, and we strive to ensure that our clients can depend on us for their transport needs.

## Flexible Scheduling

We offer flexible scheduling options to accommodate last-minute changes and urgent transport requests. Our goal is to provide a service that is as adaptable as possible, giving our clients the freedom to manage their schedules with ease.

## Client-Centric Approach

Our client-centric approach means that we listen to the needs and preferences of our clients, providing a personalised service that respects their independence and empowers them to maintain their daily routines with confidence.

At NR Patient Transport Services, we are more than just a transport provider; we are a partner in helping our clients live their lives to the fullest. Our flexible transport solutions are designed to offer peace of mind, knowing that reliable and compassionate assistance is always available.



PATIENT TR  
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TRUST | CARE | EXCELLENCE

Accident & Emergency

Helping to  
maintain  
independence  
and empowering  
those who need  
a little help.



ATTENTION IS IN PROGRESS,  
PLEASE DO NOT KNOCK & WAIT

# Reliable and Compassionate Care on Every Journey.

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**We provide safe, timely, and comfortable transport for medical appointments, hospital discharges, and care home visits. Our services cater to your unique needs, ensuring a smooth and stress-free experience every time.**







**Our modern fleet and stringent safety protocols ensure the highest standards of service. We prioritise your well-being with exceptional transport solutions you can trust, delivering excellence in every journey.**



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