



Royal National
Orthopaedic Hospital
NHS Trust



A guide to

patient transport services

In partnership with



Telephone: 0800 953 4138

Who can use Health Care Services?

Non-emergency Patient Transport Services are for patients who need help to get to and from routine hospital or clinic appointments. This could be due to a medical condition or because you are less mobile and need extra help making the journey.

Who is eligible for it?

- Do you have a relative or friend who usually takes and brings you back from an appointment?
- Do you currently use a car or public transport to go shopping, visit friends and relatives or take holidays?
- When you call to make a booking please answer the questions fully as they will not only determine your eligibility but also the type of transport we will use to collect you
- If you don't qualify but still need assistance, you will be advised about public transport, taxi services, community transport and voluntary car scheme options.

“Our vision is to be recognised as the leader in the provision of reliable and innovative Patient Transport Services always achieving the finest results.

We will always demonstrate the utmost care and respect for those people whose welfare and safety is entrusted to us”

If I do qualify, how does it work?

You will be given a booking reference number. Look after this in case you need to call back to cancel or amend your booking. You will be advised of the time you need to be ready for the ambulance which may be up to 2 hours before your appointment.

Can I bring someone with me?

If you have a medical impairment and need to bring someone with you while you are travelling or receiving care, you may be accompanied. If you need a nurse escort for clinical reasons, it may be possible to arrange this, please ask when you call. Patients under the age of 16 must bring an adult with them.

Patient transport booking line

Please call the transport assessment team on **0800 953 4138**. (Please note that this line is available between 08.00 to 18.00 Monday to Friday and will not be open on bank holidays, including Christmas and Easter)

What happens when I arrive at the hospital?

Your driver will escort you to the transport waiting area at OPD Stanmore or Bolsover Street main waiting area. They will also pick you up from here when your appointment is finished.

If you're being discharged from hospital, transport may be arranged for you. We will get you home as quickly as we can and will endeavour to leave within the hour.

If I am not eligible can I claim the cost of travelling to my appointment?

- You be able to claim if you (or those you depend on) receive Income Support, Income-related Employment and Support Allowance or Pension Credits
- If you are on low income, financial help may be available as part of the Healthcare Travel Cost Scheme
- You also qualify if your income is £15,050 per year or less and you receive one of the following:
 - Child Tax Credit(with or without Working Tax Credit)
 - Working Tax Credit with the disability element or severe disability element
- If someone has to travel with you for medical reasons which are agreed by the hospital, you can claim their travel costs too
- If you're on a low income, with saving of less than £16,000, but don't get any of these benefits or allowances, you can still claim travel costs through a different scheme known as the NHS Low Income Support Scheme (please see back of leaflet for details).

Claiming my travel costs?

If you are on income support or job seeker's allowances you may be eligible for help with travel costs based on the cheapest form of public transport available, including any concessions or promotions. For example, if you use a private car you can claim for petrol (and car parking charges where unavoidable) up to the cost of the same journey by public transport.

How do I make a claim?

If your appointment is at the Stanmore site there is a cashier's desk in the Finance department near the main entrance at East Gate House. You will be reimbursed in cash by the cashier. For those patients who attend Bolsover Street you will need to complete a form and leave a copy of the relevant documents with the reception staff. They will be able to make copies and provide you with the form to complete. Please ensure you have the relevant documents which include:

- Proof of a qualifying benefit (like an award notice)
- A tax credit exemption certificate (you'll get automatically if you qualify)
- A certificate showing you qualify for the NHS low income support scheme.

Backdated claims

You can claim help with travel costs up to three months after your appointment, as long as you can prove you were eligible to claim at the time. To do this, you'll need to fill in a Refund Claim Form (HC5), which is available from hospitals, Job Centre Plus offices and GP practices.

The NHS Low Cost Support Scheme

To apply for the scheme, you will need to fill in what is known as a HC1 form which is available from:

- NHS hospitals
- Jobcentre Plus offices
- Some GP surgeries, dentists and opticians

You can also order claim forms by calling **0845 850 1166** or online at: www.nhsbsa.nhs.uk

If you would like to write to the **PALS office** the address to write to is:

PALS Officers
Outpatients' Department
Royal National Orthopaedic Hospital NHS Trust
Brockley Hill
Stanmore
Middlesex
HA7 4LP

Telephone: **020 8909 5439**

If you would like this leaflet translated into another language/large print, please contact the Quality Team on 020 8909 5439.

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