

Travel costs are not reimbursed for people visiting patients in hospital. This includes parents visiting babies in neo natal units.

If the visitor receives one of the qualifying benefits they may be able to receive assistance from social funds, through the Job Centre Plus office.

Patients who wish to claim travel costs on the day of appointment must:

- Bring proof of eligibility to their hospital appointment.
- Complete a fares reimbursement claim form obtained from the hospital.
- Ask the department they attend to confirm attendance on the fares reimbursement claim form with a department stamp and signature.

Payment claim forms which are duly filled will be processed by Cashiers at St. Mary's Hospital main entrance. The opening hours are: Monday to Friday, 09:00 to 16:00.

Further details of the Healthcare Travel Costs Scheme are available at:

www.dh.gov.uk/publications "Healthcare Travel Costs Scheme".

Application forms for low income eligibility (forms HC1 and HC5(T)) are available from:

- St Mary's Hospital Main Reception.
- St Mary's Hospital Cashiers office.
- Job Centre Plus Offices.

If you have any queries or concerns about the content of this leaflet please call (01983) 822099 and ask to speak to the relevant department.

Valuables should not be brought into the hospital. If patients have to bring in valuable items they should ask a nurse to store them safely and request a receipt for the items. You may not be able to have the valuable items returned if the time of discharge from hospital is out of hours.

We are sorry but the Trust cannot accept responsibility for loss or damage to items not given for safe keeping.

You can get further information on all sorts of health issues online at: **www.nhs.uk**

For Health advice and out of hours GP service please call the NHS 111 service on: **111**

We Value Your Views On Our Service

If you wish to comment on the care which you, your relative or friend has received, we will be pleased to hear from you. Please speak to the person in charge of the ward, clinic or service in the first instance or ask them to contact the PALS Team. If you wish to contact them directly, telephone on **01983 534850**.

Alternatively you may prefer to write to:

Chief Executive
Isle Of Wight NHS Trust
St Mary's Hospital
Newport, Isle of Wight, PO30 5TG

You can also share any concerns you have about our services with the Care Quality Commission (CQC) on **03000 61 61 61** or at **enquiries@cqc.org.uk**

All NHS sites are no smoking areas.

If you would like help and advice to stop smoking please call: Freephone 0800 169 0 169 to talk to the NHS Smoking Helpline.



Patient Information Leaflet

Reimbursement of Travel Costs

Produced by:
Patient Services

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If you are unable to read this leaflet because English is not your first language, please ask someone who speaks English to telephone PALS on 01983 534850 for further information and help.

Polish:

Jeśli nie jesteś w stanie przeczytać tej ulotki bo angielski nie jest pierwszym językiem, poproś kogoś, kto mówi po angielsku, o kontakt telefoniczny z (PALS 01983 534850) aby uzyskać więcej informacji i pomoc

Russian:

Если вы не можете прочитать этот буклет на английском языке потому что не является первым языком, пожалуйста, попросите кого-нибудь, кто говорит на английском языке для телефонного (PALS 01983 534850) для получения дополнительной информации и помощи

Turkish:

Eğer İngilizce ana diliniz değilse, çünkü bu broşürü okumak için yapamıyorsanız, daha fazla bilgi için 01983 534850 üzerinde PALS telefon İngilizce bilen birine sormak ve yardım lütfen

Bulgarian:

Ако не сте в състояние да прочетете тази листовка, тъй като английският не е първи език, попитайте някой, който говори английски, за да телефонирам (PALS на 01983 534850) за повече информация и помощ

Czech:

Pokud nejste schopni přečíst tuto příbalovou informaci, protože angličtina není vaším rodným jazykem, zeptejte se někoho, kdo mluví anglicky na telefonní PALS na 01983 534850 pro další informace a pomoc

Bengali:

আপনি ইংরেজি আপনার প্রথম ভাষা না থাকার কারণে এই লফিলটে পড়তে অক্ষম হন, তাহলে আরও তথ্যের জন্য 01983 534850 নম্বরে গিয়ে PALS টেলিফোনে বা ইংরেজি কথা কয়ে জিজ্ঞাসা করুন এবং সাহায্য করুন

If you require this leaflet in another language, large print or another format, please contact the PALS Team, telephone 01983 534850, who will advise you.

The Healthcare Travel Costs scheme provides for the reimbursement of travel costs to eligible patients, when they attend the hospital.

Payment of travel costs will only be made under the following circumstances.

- The patient meets the NHS eligibility criteria for reimbursement of travel costs.
- The patient provides proof of eligibility for reimbursement.
- The patient will be reimbursed at the level of the cheapest reasonable method of transport.

Eligibility criteria for reimbursement of travel costs are:

- The patient must be receiving one of the qualifying state benefits.
- The patient must have a low income scheme certificate HC2 or HC3.

Qualifying state benefits are:

- Income Support.
- Income-based Job Seeker's Allowance.
- Income-based Employment Support Allowance.
- Working Tax Credit Certificate.
- Pension Credit Guaranteed Credit.
- Universal credit (if you meet the criteria).

Proof of receipt of these benefits is required. Acceptable proof is:

- Letter awarding the benefit dated within a twelve month period of the appointment.
- Any official correspondence indicating entitlement to the benefit on the day of the appointment.
- Tax credit exemption certificate.

Patient claiming under the Low Income Scheme must provide:

- HC2 certificate provides eligibility for a full refund.
- HC3 certificate provides eligibility to partial refund.

Patients who are eligible for reimbursement of travel costs may claim these costs on the day of their appointment if they:

- Provide proof of eligibility.
- Provide proof of the cost where appropriate – for example, bus tickets.

Travel costs for people accompanying the patient can only be paid in the following circumstances:

- Where an escort or carer is deemed medically necessary by the doctor/healthcare professional.
- Where the appointment is for a dependent or child.