

Help with NHS travel costs

This leaflet provides information on support available to help with the cost of travel to our hospitals. It explains who is eligible for support, and what you need to do to claim your money back.

Who can get help with travel costs?

Some people can get help with the cost of travel to and from hospital to receive NHS treatment. To qualify you will need to have been referred by a doctor or dentist, and one or more of the following must apply to you.

- You are entitled to or named on a valid NHS tax credit exemption certificate.
- You are named on a valid HC2 or HC3 certificate (includes travel by your dependent children)
- You get or you are included in an award of someone getting:
 - Income Support, dated within 12 months of your appointment date
 - income-based Jobseeker's Allowance (JSA), dated within 12 months of your appointment date
 - income-based Employment and Support Allowance (ESA), dated within 12 months of your appointment date
 - Universal Credit statement, dated within six months of your appointment date (for more information please contact your local Jobcentre Plus)
 - Pension Credit Guarantee, dated within 12 months of your appointment date.

What help can I get?

If you meet the above criteria, you can get your travel reimbursed.

You will be reimbursed the cost of the cheapest form of transport available, taking into account what is reasonable based on your individual circumstances and the time of the hospital appointment.

Partial help

If you are named on a valid HC3 certificate you may be able to get some help towards the cost of travel. The HC3 certificate will tell you how much help you are entitled to.

How do I claim back the cost of my travel?

You can claim back your travel costs by visiting the cashier's offices at our hospitals or via post. Contact information and the location of the cashier's office is overleaf.

At the cashier's office

You can claim back the cost of your travel at the cashier's office. To do this you will need to provide the following:

- relevant form authorised by the clinic
- valid travel ticket (where travel ticket is not provided, mileage will be paid)
- proof of entitlement (please see list earlier in the leaflet)
- you will need to keep any ticket or receipts you have as proof of the cost and present it when claiming for your reimbursement.

By post

To claim your travel cost reimbursement by post, you must complete an HC5 form. The HC5 form must be authorised by NHS Business Services Authority within the three- month period from the date of your hospital appointment. (The form can be obtained from the cashier's office, hospital clinic or ward, or Jobcentre Plus offices).

The relevant form, authorised by the hospital clinic or ward, and valid travel ticket must be attached to postal claims. Where travel ticket is not attached, mileage will be paid.

Please note the Trust will not pay postal claims outside the three month period unless authorised as accepted outside three months by NHS Business Services Authority.

Congestion charge

Please note that refund of congestion charge is not covered under this scheme. For more information please contact the cashier's office.

Contactless payment

Travel costs paid by contactless payment or Oyster card can be reimbursed where a list of journeys made is obtained from the TfL website. You can register your contactless payment card or Oyster card on the TfL website to enable you to obtain the travel details record.

Contact us

We have cashier's offices at both Guy's and St Thomas' hospitals. Please direct telephone enquiries to the cashier's office at the hospital you visited. More details are available on our website: www.guysandstthomas.nhs.uk/travel-help

St Thomas' Hospital

Ground floor, North Wing, opposite the hairdresser.

t: 020 7188 2328 or 020 7188 2329

Guy's Hospital

Ground floor, Tower Wing, across from the post room

t: 020 7188 2342 or 020 7188 2343

Opening hours: Mondays, Tuesdays and Fridays, 10am to 4pm

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS)

e: pals@gstt.nhs.uk

t: 020 7188 3514 (complaints)

e: complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch.

t: 020 7188 8815 e: languagesupport@gstt.nhs.uk

NHS Business Services Authority

NHS Help with Health Costs, Bridge House, 152 Pilgrim Street, Newcastle, NE1 6SN

t: 0300 330 1343

w: www.nhsbsa.nhs.uk/contact-nhs-help-health-costs

Leaflet number: 4311/VER3

Date published: October 2019

Review date: October 2022

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A list of sources is available on request