

## Patient information

# Help with your travel costs

If you are on a low income or certain benefits, you may be entitled to reclaim some or all of your necessary travel costs to hospital. 'Necessary' travel costs means the cheapest suitable way of travelling to hospital for your treatment. This generally means that only public transport fares (ie trains, trams, buses and underground) can be refunded. The congestion charge can also be refunded, for all income groups, under certain circumstances as described on page three of this document. Regrettably at present taxi fares cannot be refunded by Barts Health.

### What benefits do I need to be receiving?

You are entitled to claim travel expenses if you are in receipt of one of the following:

- Employment and Support Allowance (ESA) - income related only
- Income Support
- Pension Guaranteed Credit
- Income Based Job Seekers Allowance
- Certificate for low income – HC2 or HC3
- NHS Tax Credit Exemption Certificate
- War Pension (provided your treatment is for your accepted disablement)
- Universal Credit (please bring the statements on your Smartphone or print out of statement if you do not have a Smartphone)

Please note that benefits change and travel cost criteria are also subject to change. If you have queries as to your entitlement then please telephone the hospital cashier's office:

- Proof of your entitlement
- A completed Travel Claim Form from the department you have attended
- Proof of travel
- Travel by bus and tube will be paid at the Oyster fare only. Oyster reading to be provided to show cost of journey.
- Train ticket
- Petrol receipt (petrol is paid at 15 pence per mile – petrol receipts must be dated within a week of the appointment date)



**Please note:** Taxi costs cannot be reimbursed. The Trust will only pay equivalent to the public transport fares. Patients who are unable to travel by public transport or care should contact the Patient Transport Office on 033 0041 6767.

### **What if I'm not on benefits?**

If you are not on any of the above benefits, you may still be able to obtain full or partial help with your travel costs by filling in a HC5 or HC1 (claim for help with health costs) form. These forms are available by calling 0845 850 1166 (or ask at the hospital cashiers office). The form will take into account essential outgoings, such as your mortgage repayments or rent, so it's worth checking to see if you are entitled to any help. Your household will be assessed and, if eligible, you should be sent a certificate of low income (called either HC2 or HC3) within three weeks of making your application. The certificate will then cover everyone in your household. If you have savings of £16,000 or more you will not be eligible for this scheme.

### **How much will I get back?**

If you are entitled to full help with travel costs (through a qualifying benefit or an HC2 certificate), you should receive the full necessary cost of your journey. This means that if you have not travelled by the cheapest means accessible to you, you can only receive the cost of your cheapest transport option back (this includes Oyster Card daily capping or other discounts). If you are entitled to only partial travel cost assistance through an HC3 certificate, you will have to pay a portion of your costs (the amount will be stated on your certificate) each week towards your travel costs. Any hospital travel expenses over and above this amount can be reclaimed in full.

### **If I need an escort to come with me, can they claim their travel costs?**

If you require an escort to travel with you, you must produce a letter from your Consultant or GP stating that you are medically unfit to travel alone. Please note that some GPs may charge for this letter – please ask your Consultant or Clinic. This letter must be produced each time you claim and is valid for six months only.

Please note the hospital will not reimburse travel expenses for visitors to patients on wards.

### **Blue badges and parking**

If you are visiting **St Bartholomew's Hospital** two parking bays for blue badge holders can be accessed via Giltspur Street. There are three spaces available on Giltspur Street.

**City of London does not allow Blue Badge holders to park on single yellow lines. Always check the rules of the area you wish to park in.**

[Smithfield Car Park](#) can work out cheaper than parking in a metered bay.

There is also paid parking at **Barbican car park**, All their Car Parks are within the Barbican Centre and can be accessed via Silk Street or via the Beech Street tunnel. If you need to be dropped off or picked up from **Royal London** please go to the Stepney Way entrance. The parking bays for blue badges are accessed via Raven Row.

### **Congestion Charge (patients of all income groups)**

If you are travelling to a hospital in the Congestion Charging Zone, you may be entitled to a refund of the charge under the NHS Reimbursement Scheme. Patients that meet the criteria below will need to pay the £11.50 daily charge when driving to an NHS appointment in the Congestion Charging Zone, but can then claim the charge back from the relevant NHS organisation. Transport for London (TfL) will then refund the charge to the NHS organisation. The NHS organisation where you have your appointment will assess whether you are eligible for the TfL reimbursement scheme, using the following criteria:

- You have a compromised immune system, require regular therapy or assessment, or require recurrent surgical intervention
- Be clinically assessed as too ill, weak or disabled to travel to an appointment on public transport.

You need to ask your doctor or consultant to assess you using the above criteria and provide a signed 'Congestion Charge refund' form. These forms are available from the department at the time of your appointment. You can also pick one up from the Macmillan Cancer Information Centre. The Congestion Charge is an £11.50 daily charge. Therefore if you make several eligible journeys in one day, you only need to make one reimbursement claim for that day.

### **How to claim**

Pay the Congestion Charge for the day that you drive in the Congestion Charging zone. You will need to keep your Congestion Charge receipt. **Please do not pay using the auto pay system.** We recommend that you pay the charge on the day of travel in case of appointment cancellation, as you cannot be reimbursed unless you made the journey. If you pay the Congestion Charge online or by phone you will need to make a note of the receipt number. When you apply for reimbursement, you will need to provide your Congestion Charging receipt or receipt number, and the Vehicle registration Number (VRN) of the vehicle in which you travelled to the appointment. You can only be reimbursed through the cashier's office of the NHS organisation responsible for your care.

You should bring the following documents to the cashier's office: confirmation that you attended your appointment (usually written on the 'travel claim form' which can be obtained from the receptionist and can be signed by an administrative staff member). You also need a special signed 'Congestion Charge refund form' from your doctor or nurse and your original travel receipts.

### **Patient Transport Service**

Transport can be provided only if you are assessed by the hospital transport officers as being medically unable to make your own way to and from hospital and have no other means of travel. **You need to contact Transport Services no later than three days before your appointment.** This will be reviewed each time you come to hospital. For more information, please call Patient Transport on 033 0041 6767

### **St Bartholomew's Hospital Cashiers office**

Ground Floor, Kenton and Lucas Black – entrance B (near minor injuries)  
West Smithfield, London EC1A 7BE

**Opening hours:** Mon Tue Thu and Fri 9:00 to 1:00 and 1:30 to 4:00

Wed 9:00 to 1:00 and 1:30 to 4:00

Tel: 020 3465 6891 (fares reimbursement) or 020 3465 5816

### **Royal London Hospital Cashiers office**

2<sup>nd</sup> Floor Room 02243, Central Tower, Stepney Way, Whitechapel Road, London E1 1BB

Opening hours: Mon Wed Thu Fri 9:00 to 12:00 and 12:30 to 4:00

Tel: 020 7377 7000 ext 42010 or 41040

For more information on travelling on public transport and using Oyster cards and how to pay the congestion charge can be found on the Transport for London website [www.tfl.gov.uk](http://www.tfl.gov.uk)

### **Large print and other languages**

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. For more information, speak to your clinical team.

এই তথ্যগুলো সহজে পড়া যায় অথবা বৃহৎ প্রিন্টের মতবকল্প ফরম্যাটে পাওয়া যাবে, এবং অনুরোধে অন্য ভাষায়ও পাওয়া যতে পারে। আরো তথ্যের জন্য আপনার ক্লিনিক্যাল টিমের সাথে কথা বলুন।

Na żądanie te informacje mogą zostać udostępnione w innych formatach, takich jak zapis większą czcionką lub łatwą do czytania, a także w innych językach. Aby uzyskać więcej informacji, porozmawiaj ze swoim zespołem specjalistów.

Macluumaadkaan waxaa loo heli karaa qaab kale, sida ugu akhrinta ugu fudud, ama far waa weyn, waxana laga yabaa in lagu heli luuqaado Kale, haddii la codsado. Wixii macluumaad dheeraad ah, kala hadal kooxda xarunta caafimaadka.

Bu bilgi, kolay okunurluk veya büyük baskılar gibi alternatif biçimlerde sunulabilir, ve talep üzerine Alternatif Dillerde sunulabilir. Daha fazla bilgi için klinik ekibinizle irtibata geçin.

بڑا یا آسان میں پڑھنے کے لیے چیسایا ہیں، سکتی جاکی دست یاب میں فارمیٹس متبادل معلومات یہ پرنٹ اور درخواست پر متبادل زبانوں میں بھی دستیاب ہو سکتی ہیں۔ مزید معلومات کے لیے، اپنی کلینکل ٹیم سے بات کریں۔

### **Tell us what you think**

Tweet us @NHSBartsHealth

Talk to us via [facebook.com/bartshealth](https://www.facebook.com/bartshealth)

Leave feedback on NHS Choices [www.nhs.uk](http://www.nhs.uk)

### **Patient Advice and Liaison Service (PALS)**

Please contact us if you need general information or advice about Trust services:

[www.bartshealth.nhs.uk/pals](http://www.bartshealth.nhs.uk/pals)

Reference: BH/PIN/XXX

Publication date: May 2019

All our patient information leaflets are reviewed every three years.