

Patient Fare Reimbursement Guidelines

This document explains can claim travel expenses for appointments at our hospitals. It also explains the information you must supply to make a claim.

1. Am I entitled to claim travel expenses?

You are entitled to claim travel expenses if you receive one or more one of the following:

- Employment and Support Allowance (ESM) – income related only
- Income Support
- Pension Guaranteed Credit
- Income Based Job Seekers Allowance (JSA-IB) paid on its own or with contribution-based JSA
- Income-related Employment and Support Allowance paid on its own or with contribution-based ESA
- Certificate for low income – HC2 or HC3
- NHS Tax Credit Exemption Certificate
- War Pension (provided your treatment is for your accepted disablement)
- Universal Credit

2. What documentation do I need to claim?

- Proof of your entitlement
- A completed Travel Claim Form from the department you have attended. These can be obtained from the ward or clinic you 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 paid @ 28p per mile)

Please note: We are unable to reimburse minicab / taxi fares or parking

3. Can I claim for my escort?

If you require an escort, you must produce a letter from your consultant or GP stating that you are medically unfit to travel alone.

This letter must be produced each time you claim and is valid for six months only.

Please note: We are unable to reimburse travel expenses for visitors

4. How can I make my claim?

By email:

You can make a claim by emailing: bartshealth.cashiers@nhs.net

You must attach all relevant documents to your e-mail (please see question 2 above) and provide your bank account details, with your telephone number.

Payment will be made by bank transfer, and we will endeavour to do this within five working days of receipt of your claim.

In person:

You can also visit the Cashier's Office at The Royal London Hospital to claim in person.

The Cashier's Office is located at: 2nd Floor, Central Tower, The Royal London Hospital, E1 1FR. Telephone number: 020 3594 1040

Please note: Claims must be submitted within three months of the date of travel

5. Can I speak to someone about my claim?

We appreciate that sometimes you may want to speak to someone in person to discuss your claim.

If you do, please feel free to call the Cashier's Office at The Royal London on 0203 594 1040. The office is open on Monday – Friday 09:00 – 16:00, and closes 12.00 – 12:30.