



NHS supported non-emergency patient transport

Transport may be available to patients who have a current physical or mental health condition or learning disability such that they require the skill or support of Patient Transport Services staff to leave their home or on the journey or where it would be detrimental to the patient's condition or recovery if they were to travel by other means.

How to book

- Patients can make bookings by phone - if possible the patient should make the call, but family, friends or carers can assist.
- Patients are encouraged to book between 2 weeks and 48 hours ahead of their appointment.
- Patients will be asked a set of questions to assess their eligibility each time they book.
- If appointments are cancelled or changed make sure travel plans are also changed.
- If you wish to appeal against a decision, please ask to speak to the service manager.

Patients registered with a GP in Devon or Plymouth should call:

Patient Transport Advice Service

 **0345 155 1009**

Residents of Torbay/South Devon should call:
01803 656 777

Frequent journeys to NHS treatment

Extra help is provided for patients travelling frequently for NHS treatment - three or more trips in one week or 10 or more in one month. Staff or patients can make bookings on the numbers above.

Help with travel costs

Patients (and sometimes their escort) who are under the care of a consultant or who have been referred by their GP, dentist or optician may be entitled to help with travel, parking and toll costs.

Help is available to anyone who receives:

- Income support
- Income based Job Seekers Allowance
- Income related Employment and Support Allowance
- Pension Credit Guarantee Credit
- A NHS Tax Credit exemption certificate
- Universal Credit (not all claimants, check on www.nhs.uk)
- On a low income and is named on certificate HC2 or HC3 - to apply for a certificate, complete form HC1

How to reclaim

Eligible patients can reclaim their travel costs on the day of travel where a cash office is available, by showing proof they are eligible and receipts/tickets, or by post within 3 months of the journey using form HC5(T). You can ask for forms HC1 and HC5(T) at hospitals, other clinics or from the number below.

To find out more, call the national helpline on **0300 330 1343**, and ask for leaflet "Help with Health Costs" or visit www.nhs.uk

If you are unhappy with a decision about travel cost refunds, speak to the cashier's manager to appeal or contact NHS Devon Patient Experience Team.

For NHS policy on patient travel and travel costs in Devon visit: www.onedevon.nhs.uk



Transport advice for Devon, Plymouth and Torbay patients

Patients are asked to travel as independently as possible to and from health care appointments. This leaflet provides you with information on transport options available and advice on how to choose the best one for you.

Help may be available with travel costs - see reverse of leaflet for details.

You should also read any information with your appointment letter or check with your doctor. You have the following options:



Public transport - bus, train or coach



Using your own car or a lift from family or friends



Using a taxi



Community transport and volunteer car schemes



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Making and changing appointments

Set times and dates that suit you. Think ahead if you are going to a venue for the first time and allow some extra time to park or find the correct department. You can ask for appointments at times to suit the transport options which are available to you and to minimise your costs. Staff will try to accommodate you if possible.

Travel Tips...

- **Got a bus pass or rail card?** You may be able to choose an appointment time when you can use your pass.
- **Can travel costs be refunded?** Check costs and reclaim rules at your destination before you book your transport.
- **Appointment changed or cancelled?** Make sure you also change your travel plans.



Public transport - bus, train or coach

For bus and train routes, connections and times contact **Traveline** call **0871 200 2233** (calls from landlines cost 12p per minute) or visit www.travelinesw.com

Also visit www.devon.gov.uk/travel for advice and information on using public transport

If you would like this information in another format or language call 0300 123 1672

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Travelling by car or bus and want to find out about parking charges, Park & Ride or local buses?

Barnstaple - North Devon District Hospital, EX31 4JB, tel 01271 322 577

www.royaldevon.nhs.uk

Exeter - Royal Devon & Exeter Hospital, EX2 5DW tel 01392 411 611

www.royaldevon.nhs.uk

Plymouth - Derriford Hospital, PL6 8DH tel 01752 202 082

www.plymouthhospitals.nhs.uk

Taunton - Musgrove Park Hospital, TA1 5DA tel 01823 333 444 www.tsft.nhs.uk

Torbay - Torbay Hospital, TQ2 7AA tel 0300 456 8000

www.torbayandsouthdevon.nhs.uk

Devon Community Hospitals

For travel and transport to community hospitals:

Exeter, East & Mid Devon: www.royaldevon.nhs.uk

North Devon: www.royaldevon.nhs.uk

Plymouth, South Hams and West Devon: www.livewellsouthwest.co.uk

Torbay & South Devon: www.torbayandsouthdevon.nhs.uk



Using a taxi

Some taxi companies have wheelchair-accessible vehicles. One fare covers you and your friends/family travelling to support you and it takes you door to door which is often the quickest option. Ask family, friends or neighbours for recommendations.



Community transport and volunteer car schemes

These services are available to people unable to access public transport due to where they live or because of physical difficulties. Schemes often use volunteer drivers, provide cars or wheelchair-accessible transport and may be able to give some assistance to passengers from their house to the car and back.

Advance booking is always recommended.

Schemes make a charge based on mileage, payment is usually required at the start of the journey & receipts are given so eligible patients can reclaim costs of some journeys. Some schemes also make a booking charge - this will not be refunded.

Information on Community Transport and Volunteer Car Schemes operating in Devon can be found at:

www.devonservices.org.uk/categories/transport/

You can also call the **Patient Transport Advice Service** on **0345 155 1009** who can provide information and advice.

If you have any comments or concerns, contact:

NHS Devon Patient Experience Team

Open Monday to Friday 9am - 5pm

Telephone 0300 123 1672

Text 07789 741 099

Email d-icb.patientexperience@nhs.net

or write to: **NHS Devon Patient Experience Team, NHS Devon, FREEPOST EX184, County Hall, Topsham Road, Exeter EX2 4QL**