

# Getting help with travel costs when coming to hospital





---

## Contents

• Can I claim my travel costs back?	3
• What if I do not receive any of the eligible benefits?	4
• Which hospital visits can I claim travel costs back for?	4
• Can someone who is travelling with me claim their travel costs back?	4
• My child is a patient at the hospital – can I claim travel costs for travelling with them?	4
• Which travel costs can I claim back?	5
• Claiming back contactless payments	5
• Claiming back congestion charge payments	5
• ULEZ reimbursement for NHS patients	6
• Taxi fares	6
• How do I claim my travel costs back?	7
• What if it is more than 3 months since my hospital visit?	8
• Contact us	8
• Useful information	8

This leaflet gives information on who can claim back travel costs when they need to come to hospital, and how to claim.

## Can I claim my travel costs back?

If your doctor has referred you to Royal Brompton Hospital or Harefield Hospital for specialist treatment or tests, you may be able to get a refund of your travel costs for getting to and from the hospital.

You can claim for help with travel costs if you or your partner get any of these benefits:

- income support
- income-based jobseeker's allowance
- income-related employment and support allowance (ESA)
- pension credit guarantee
- universal credit (income limits apply)

You can also claim if you:

- are named on, or entitled to, an NHS tax credit exemption certificate
- have a low income and are named on a HC2 or HC3 certificate.

If you only receive the following benefits, you **cannot** claim travel costs back:

- attendance allowance
- contribution-based jobseeker's allowance
- contribution-related ESA
- disability living allowance
- incapacity benefit
- pension savings credit
- personal independence payment (PIP)



## What if I do not receive any of the eligible benefits?

If you are on a low income but do not receive any of the eligible benefits listed, you may still be able to claim back your travel costs. Look online for more about help with health costs: [www.nhs.uk/nhs-services/help-with-health-costs/nhs-low-income-scheme-lis](http://www.nhs.uk/nhs-services/help-with-health-costs/nhs-low-income-scheme-lis). If you are not eligible for any help, you may still be able to apply to a charity (Useful information on page 8).

## Which hospital visits can I claim travel costs back for?

You can get help with travel costs if you are coming to stay in hospital or if you have an outpatient appointment.

You cannot claim if you are visiting someone in hospital, or if you are returning medical equipment or collecting medicine.

## Can someone who is travelling with me claim their travel costs back?

If there is a medical need for you to have a relative or escort with you, they can claim their travel costs back. Your doctor must confirm that there is a medical need for them to travel with you.

## My child is a patient at the hospital – can I claim travel costs for travelling with them?

If your child is receiving treatment at Royal Brompton Hospital or Harefield Hospital, one parent can claim travel costs if they get any of the benefits listed on page 3.

The child must be aged under 16 or be in full-time education.

## Which travel costs can I claim back?

If you are travelling by car, a refund at a set rate per mile can be given. We will work this out using the most direct route from your house to the hospital.

You cannot claim for car parking charges.

If you are travelling by public transport, you can claim for:

- rail fares from your nearest station (standard-class fares only)
- bus, Tramlink and Docklands Light Railway (DLR) fares
- London Underground (tube) fares (if using an Oyster card, get a statement from an Oyster machine showing the journey taken; a 'top-up' Oyster payment is not accepted).

We will need to see your travel ticket so make sure you keep hold of it.

## Claiming back contactless payments


Travel costs paid by contactless payment or Oyster card can be reimbursed. You can get a list of journeys made by visiting Transport for London (TfL). Visit [tfl.gov.uk](https://tfl.gov.uk).

You will need to register your contactless payment card or Oyster card on the TfL website to get a record of your travel.

## Claiming back congestion charge payments

You can claim back the daily charge if:

- you have a weakened immune system, need regular therapy or assessment, or need recurrent surgical treatment; and
- the member of staff caring for you has completed the appropriate claim form, confirming you are too ill, weak or disabled to travel to your appointment on public transport



---

You will need to pay the congestion charge for the day that you drive to your hospital appointment. At your appointment, the staff caring for you will assess whether you are eligible for reimbursement.

If you are, you will need to provide your congestion charge receipt or receipt number and the registration number of the vehicle that you travelled to the appointment in.

A travel claim form will be completed and signed by your doctor, nurse or other health professional. You will then be able to claim the charge back at our cashier's offices.

## ULEZ reimbursement for NHS patients

NHS patients travelling within the ultra low emissions zone (ULEZ) and/or the central London congestion charge zone to and from an NHS appointment may be able to claim a reimbursement of any daily charges for that appointment.

For more information visit: [tfl.gov.uk](https://tfl.gov.uk) and search for 'Reimbursements of the Congestion Charge and ULEZ charge'.

## Taxi fares

Taxi fares can only be refunded if there is a medical reason for you needing to travel by taxi, for example to transport a wheelchair or carry oxygen bottles, or if it is not possible to use public transport to get to the hospital for the time you need to be there.

## How do I claim my travel costs back?

You need to claim the travel costs back within 3 months of each hospital visit.

When you come to hospital, ask clinic or ward reception staff for a 'reimbursement of fares' form. Along with the form, you will also need to give us the following documents:

- A letter from the benefits office (on headed paper) confirming that you get a relevant benefit. The letter must be dated within 12 months of your hospital appointment. If you receive universal credit, please provide your latest monthly statement.
- Original travel ticket (or Oyster statement), or taxi receipt and a letter from your GP confirming the medical need for a taxi.

Please email scans of these documents and the form to [gstt.patientfares2@nhs.net](mailto:gstt.patientfares2@nhs.net). Or you can post them to us using the relevant hospital address on the back of this leaflet. Keep a copy of your tickets and documents for your own records.

Alternatively, you can take the completed form and documents to the cashier's office at Royal Brompton Hospital (level 2, Sydney Street) or the post room at Harefield Hospital (near reception on the ground floor).



---

## What if it is more than 3 months since my hospital visit?

If you do not send your travel costs claim to us within 3 months of your hospital appointment, you can apply to have your costs refunded by the NHS Business Services Authority.

Visit: [www.nhs.uk/nhs-services/help-with-health-costs/nhs-low-income-scheme-lis](http://www.nhs.uk/nhs-services/help-with-health-costs/nhs-low-income-scheme-lis).

Then look on the web page for: **'Necessary costs of travel to receive NHS treatment: HC5(T)'** form which has details about how to claim.

## Contact us

For more information, phone **020 7351 8438** (Royal Brompton) or **0330 128 5534** (Harefield).

## Useful information

If you are not eligible for any NHS help with travel costs, you may still be able to apply for grants from the charity Turn2us: [turn2us.org.uk](http://turn2us.org.uk).



## Your notes



---

If you have concerns about any aspect of the service you have received in hospital and feel unable to talk to those people responsible for your care, call the Patient Advice and Liaison Service (PALS) on:

- Royal Brompton Hospital – 020 7349 7715
- Harefield Hospital – 01895 826 572

You can also email [gstt.rbhh-pals@nhs.net](mailto:gstt.rbhh-pals@nhs.net). This is a confidential service.



Royal Brompton Hospital  
Sydney Street  
London  
SW3 6NP  
Phone: 020 7352 8121

Harefield Hospital  
Hill End Road  
Harefield  
Middlesex  
UB9 6JH  
Phone: 01895 823 737

Website: [www.rbht.nhs.uk](http://www.rbht.nhs.uk)

Royal Brompton and Harefield hospitals are part of Guy's and St Thomas' NHS Foundation Trust

إذا كنت ترغب في الحصول على ترجمة فورية لمضمون هذه الوثيقة إلى اللغة العربية، يرجى منك الاتصال بأحد مستخدمينا بجناح المصلحة التي يتم فيها استشفائك. أحد موظفينا سيسعى لترتيب إجراءات الترجمة وإتمامها في الوقت المناسب لك.

Brosurteki bilginin Türkçe tercumesi için tedavi görüyor olduğunuz bölüme bas vurunuz. Bölüm personeli tercümenin gerçekleşmesini en kısa zamanda ayarlayacaktır.

