



A lifetime of specialist care

Royal Brompton & Harefield **NHS**
NHS Foundation Trust

Getting help with travel costs when coming to hospital





Contents

| | |
|--|---|
| Can I claim my travel costs back? | 3 |
| What if I don't 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? | 5 |
| Which travel costs can I claim back? | 5 |
| How do I claim my travel costs back? | 6 |
| What if it is more than three months since my hospital visit? | 7 |
| Contact us | 7 |

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:

- incapacity benefit
- contribution-based jobseeker's allowance
- contribution-related ESA
- disability living allowance
- pension savings credit.



What if I don't receive any of the eligible benefits?

If you are on a low income but don't receive any of the benefits listed above, you may still be able to claim back your travel costs. Please order or download a leaflet called 'Help with health costs (HC1)' from: www.nhs.uk/using-the-nhs/help-with-health-costs/nhs-low-income-scheme-lis.

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 can't claim if you are visiting someone in hospital, or if you are returning medical equipment or collecting medication.

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 he/she gets 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.

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 three 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 train/bus/tram/tube 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 patientsfares@rbht.nhs.uk (Brompton patients) or patientsfaresharefield@rbht.nhs.uk (Harefield patients). 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 three months since my hospital visit?

If you don't send your travel costs claim to us within three months of your hospital appointment, you can apply to have your costs refunded by the central NHS travel reimbursement office. Please order or download the 'HC5' form from: www.nhs.uk/using-the-nhs/help-with-health-costs/nhs-low-income-scheme-lis.

Contact us

For more information, call **020 7351 8438** (Royal Brompton) or **01895 828 503** (Harefield).

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 pals@rbht.nhs.uk. This is a confidential service.

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

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

Website: www.rbht.nhs.uk

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.

