

South Devon's Hospital Car Service (from October 1st 2009)

Enquiry line: 01803 656777
9am and 4.30pm, Monday – Friday (not Bank Holidays).

Who can use the Hospital Car Service?

The Hospital Car Service is for patients who have no other way of getting to their hospital appointment because they:

- Are unable to use public transport, and
- Have no other available form of transport including family, friends and neighbours, but
- Are able to get in and out of a saloon car with the assistance of only one person.

We do not expect patients to use the Hospital Car Service unless they really need it.

What areas does it serve?

You can travel by hospital car to an appointment at any of South Devon's hospitals: Torbay Hospital or any of the community hospitals. It can also be used if you are referred by Torbay Hospital to a hospital further away.

How much will it cost?

The Hospital Car Service is **not a free service**. By ordering a hospital car you must pay the advertised charges on entering the vehicle. (**Details overleaf.**)

How do you book a hospital car?

You need to call at least 24 hours ahead of your journey date.

Transport for follow up appointments should be requested at the hospital when your follow up appointment is arranged.

Please note:

- You will **not** receive confirmation that the booking has been accepted.
- Please give a minimum 24 hours notice of cancellation or change of journey details.
- If you wish to check your booking details or cancel the booking, please telephone:

Enquiry line: 01803 656777
9am and 4.30pm, Monday – Friday (not Bank Holidays).

When you travel by Hospital Car

- Please ensure you are ready to travel at least one hour before your appointment. More time should be allowed the greater the distance from the hospital.
- You are asked, please, to have the correct money available for each one-way journey. (Our drivers don't carry change.)
- The published Hospital Car Service Charge must be paid on entering the vehicle. If you refuse to pay, future transport will be denied.
- In the event of unforeseen circumstances or miscommunication, we cannot guarantee transport and accepts no responsibility for events and costs as a result of no transport being available.

Charges – with effect from 1st October 2009

Charges apply to patients and to their escorts, apart from children. Children who are accompanied by an escort travel free.

The following standard charges per person will apply from 1st August 2008 for journeys within the South Devon area:

- Short local journeys (Band 1) **£6.00 each way** (£12 return)
- Longer local journeys (Band 2) **£9.00 each way** (£18 return)
- Longest local journeys (Band 3) **£13.00 each way** (£26 return).

We can tell you which Band your journey will fall into when you book. The Bands are based on the post codes of the pick-up point and the destination.

When you call us, you will be informed of the cost of your journey prior to the booking being made.

Charges for all other journeys beyond the South Devon Healthcare NHS Foundation Trust area will be charged per mile – we can advise you of the current cost per mile when you phone us.

Weekly tickets

Weekly tickets can be purchased if you are making more than one journey to hospital in the space of 7 days. They are available from the cashier's office at the hospital:

Band 1 = £20.00

Band 2 = £32.00

Band 3 = £48.00

For help with costs – see next page.

Help with costs

You may qualify for help and be able to reclaim back part of the cost (not all) of the standard Hospital Car Service charge. Help is available for children under 16 and for people receiving income support or family credit or disability working allowance.

If you are on low income you may also qualify; form HC 11 "Help with NHS Charges" gives details.

If so, for future journeys you can obtain a **Hospital Car Service Pass** from the hospital cashier which will entitle you to pay a discounted charge each way on entry to the vehicle:

Band 1 = £2.00 each way

Band 2 = £3.00 each way

Band 3 = £4.00 each way

To obtain a Hospital Car Pass you must provide evidence to the hospital cashier that you qualify for help with hospital travel costs.

The South Devon Hospital Car Service depends on and is indebted to its volunteer drivers, without whom it would be impossible to provide patients with this additional means of getting to hospital.

June 2008
Patient Transport Manager