



**PATIENT
INFORMATION**

**Cashiers office
Level 2 Outpatients Department
Torbay Hospital
01803 656555**

**Torbay Hospital car service
 Tel. (01803) 656777**

NHS help with health costs 0845 850 1166

**Healthcare travel
costs scheme**
Information for cancer
patients on low income
attending hospital for
appointments or treatment

Am I entitled to help?

If you are required to attend the hospital for appointments or treatments and you are in receipt of benefits, you may be eligible for help with travel expenses from the Hospital Travel

Reimbursement Scheme:

- Income Support
- Income-based Jobseekers' Allowance
- Income-related Employment and Support Allowance (ESA)
- Tax credit
- Pension Credit Guarantee Credit or
- you have a low income and are named on certificate HC2 (full help) or HC3 (limited help).

Only these benefits will give you automatic help with travel costs.

There is a hospital car service for which there is a charge based on your postcode of £6, £9 or £13 per person each way. You can claim a refund of £4, £6 or £9 per person each way when you present the receipt from your driver at the cashier's office.

If you are attending the hospital for a long course of chemotherapy or radiotherapy and you are in receipt of the above benefits, you will be offered free hospital car service during your course of treatments only.

You can claim travel costs for an escort only if your doctor, dentist or consultant says that for medical reasons, you need someone to travel with you.

We do not cover any costs for visiting patients in hospital.

How do I claim?

You should take your travel receipts and appointment letter or card to the cashier's office in the outpatients' department level 2. Proof of receipt of benefit is required- this may take the form of a letter confirming your benefit, evidence of your jobseekers' allowance, Tax credit exemption certificate (white card), ESA or a low income certificate (HC2 or HC3)

What if I don't use the hospital car service?

We can refund:

- 15p per mile for petrol if you use your own car or a friend or relative drives you
- £1.30 refunded towards parking charges on production of a parking receipt/ticket or
- Your bus fares, on presentation of your bus ticket

Please note we can only refund taxi fares with your consultant's authorisation.