

# HC5(T) Travel Costs Refund Claim Approval Policy

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<b>This policy should be read in conjunction with other relevant documents, guidance and policies</b>	

The CCG is committed to an environment that promotes equality, embraces diversity and respects human rights both within our workforce and in service delivery. This document should be implemented with due regard to this commitment.

This document can only be considered valid when viewed via the CCG's intranet. If this document is printed into hard copy or saved to another location, you must check that the version number on your copy matches that of the one online.

Approved documents are valid for use after their approval date and remain in force beyond any expiry of their review date until a new version is available.

## Version Control Sheet

Version	Date	Reviewed By	Comment
Draft v0.1	May 19	CCG Exec	Changes to wording within section 10 required
Draft v0.2	May 19		Section 10 wording updated
Draft v0.3	June 19		Section 12 and Appendix D added. Contents list updated accordingly
Draft v0.4	June 19		NWAS PTS added to Appendix D
Draft v0.5	June 19		Amendment to section 7 re exceptions
v1.0	June 19		Approved for publishing and distribution through bulletins. FAQs re form completion to be added to future version.

Analysis of Effect completed:	By:	Date:
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## 1. Introduction

This policy sets out how NHS Bolton Clinical Commissioning Group (CCG) will manage the approval or decline of “HC5(T) Refund Claim Forms”.

If a patient is referred to hospital or other NHS premises for specialist NHS treatment or diagnostic tests by a doctor, dentist or another primary care health professional, they may be able to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme (HTCS) - <https://www.nhs.uk/using-the-nhs/help-with-health-costs/healthcare-travel-costs-scheme-htcs/>.

Patients have the right to claim help with the cost of travel if they are on a low income and have made an additional journey to receive NHS care following a referral by a doctor (GP or hospital doctor), optician or dentist. Travel costs to treatment provided by a private hospital may be claimed against if the treatment was arranged by an NHS organisation or a local authority.

## 2. Who can claim for help with travel costs?

To qualify for help with travel costs under the HTCS, patients must meet 3 conditions:

1. At the time of appointment, the patient or their partner (including civil partners) must receive one of the qualifying benefits or allowances listed in section 6 of this document, or meet the eligibility criteria for the NHS Low Income Scheme (see Appendix B).
2. There must be a referral from a healthcare professional to a specialist or a hospital for further NHS treatment or tests (often referred to as secondary care).
3. The appointment must be on a separate visit to when the referral was made. This applies whether treatment is provided at a different location (hospital or clinic) or on the same premises as where the referral was issued.

## 3. Children and other dependants

Travel costs for children can be claimed if eligible for any of the benefits described under condition 1 in section 2 above, and if the child has been referred for treatment as outlined in condition 2 and condition 3.

If the child is aged 16 or over, they may make their own claim under the Low Income Scheme.

## 4. Carers and escorts

Travel costs can be claimed for an escort if a health professional says it's medically necessary for someone to travel with the patient.

NHS Bolton Clinical Commissioning Group (CCG) will assess claims for help with travel costs for the parent or guardian of a child under the age of 16 who the patient has to bring to their appointment with them.

These payments are made on the basis of the patient's eligibility for the scheme, irrespective of the escort's eligibility.

## **5. Who cannot claim help with travel costs?**

Travel costs incurred when visiting someone in hospital cannot be claimed against.

Claims can also not be made for visiting local General Practice (GP) Surgeries, dentists or another primary care service provider for routine check-ups or other services, such as vaccinations or cervical cancer screening, as these are excluded from the scheme.

Urgent primary care services during out-of-hours periods (between 6.30pm and 8pm on weekdays, weekends or bank holidays) are also excluded.

## **6. What are the qualifying benefits and allowances?**

Claims for help with travel costs can be made if the patient or their partner (including civil partner) receive any of the following benefits:

- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Working Tax Credit (WTC) with Child Tax Credit (CTC)
- WTC with a disability element or a severe disability element
- CTC but only if not eligible for WTC
- Pension Credit Guarantee Credit
- Universal Credit and meet the criteria (see Appendix C)

Claims for help with travel costs can also be made if:

- the patient is named on, or entitled to, an NHS tax credit exemption certificate (if they do not have a certificate, the award notice can be shown)
- the patient has a low income and is named on certificate HC2 (full help) or HC3 (limited help)

Patients who are not in receipt of a qualifying benefit, but are on a low income, and whose savings are less than £16,000 (or £23,500 if in a care home) may be eligible for assistance with their NHS travel expenses (see Appendix B).

## **7. What form of transport can be used?**

NHS Bolton CCG will base any claim refunds on the basis of what would have been the cheapest suitable mode of transport for the circumstances. This can include the patient's age, medical condition or any other relevant factors, such as the availability of public transport. This means that patients should use the cheapest, most appropriate means of transport, which in most cases will be public transport.

If the patient travelled by car and the claim is approved, reimbursements will be calculated for the cost of fuel at the mileage rate used by NHS Bolton CCG.

Patients are also able to claim for unavoidable car parking and toll charges.

When using a taxi for transport, patients should be advised that they will only be able to claim back the costs of the equivalent journey on public transport. There may be occasions of exception to this however these should be agreed with NHS Bolton CCG prior to costs being incurred.

## **8. Help with travel costs prior to appointments**

Patients are expected to pay for travel and claim back the costs within 3 months. In some cases, NHS Bolton CCG may approve an advanced payment to help patients to attend an appointment.

The NHS service providing your treatment should be able to advise how to apply. If they cannot, please contact NHS Bolton CCG on 01204 462 000 for advice.

## **9. How to claim a refund**

In the first instance, patients should take travel receipts, appointment letter or card, plus proof of receipt of one of the qualifying benefits, to a nominated cashiers' office to claim travel costs. The cashiers' office at Royal Bolton Hospital is located within the main Reception area and is responsible for assessing claims and making payments directly to claimants travelling to and from Royal Bolton Hospital.

Claims, including a completed HC5(T) form, can also be sent by post to travel receipts, appointment letter or card, plus proof of receipt of one of the qualifying benefits, to:

*Cashier's Office,  
Royal Bolton Hospital,  
Minerva Rd,  
Farnworth, Bolton,  
BL4 0JR*

In other hospitals, the name of the office you need to go to may be different (for example, the General Office or the Patient Affairs Office). If you're not sure, ask reception or Patient Advice and Liaison Services (PALS) staff where you should go.

Some hospitals and clinics do not have cashier facilities. In this case, you can complete a HC5 (T) claim travel form (see Appendix A) and post it to the address stated on the form. You can make a postal claim up to 3 months after your appointment took place.

## **10. Out of Area Treatment**

Travel costs incurred by residents of Bolton for their transport to hospitals and clinics outside of the Bolton area will only be fully refunded if the treatment being received is not available within or closer to Bolton, and if a more cost-effective mode of transport is not available. Patients have the right to choose to go out of area for treatment, which is also available within Bolton or Greater Manchester, however NHS Bolton CCG will only partially fund the transport for this.

The amount that will be refunded is calculated based on a public transport journey to the nearest available facility for the treatment required. This is the policy of NHS Bolton CCG due to our responsibility to protect public funds.

There may be occasions of exception to this however these should be agreed with NHS Bolton CCG prior to costs being incurred.

#### **11. Can travel expenses be claimed for treatment abroad?**

Patients travelling abroad for treatment on the NHS, may claim for travel costs incurred travelling to a port (including an airport, ferry port or international railway station) in Great Britain from where the international journey begins. The cost of travel from the port to the place of treatment falls within NHS foreign travel expenses and cannot be claimed through HTCS.

NHS foreign travel expenses are travel expenses that a person incurs travelling abroad from a port in Great Britain to receive services arranged by the NHS.

Patients are only entitled to have NHS foreign travel expenses paid for when the health service body that made the arrangements for services to be provided overseas agrees the mode and cost of travel, and the necessity or otherwise for a companion.

This all has to happen before the costs are incurred.

#### **12. Alternative Travel Options**

Other alternative travel options are available for patients who are not eligible for HC5 travel costs refunds on the NHS. Some of the available options are listed in Appendix D.

This list is updated annually or earlier if the CCG is aware that something has changed.

#### **13. Review**

This document is reviewed in accordance with the review date.

The policy will be reviewed earlier should the CCG become aware of changes in practice, changes to statutory requirements, revised professional or clinical standards and local/national directives that affect, or could potentially affect the policy.

**Appendix A****HC5(T) Refund claim form: travel costs to receive NHS treatment**

## HC5(T) Refund claim form: travel costs to receive NHS treatment

Please read this page before filling in this form - it will help you make this claim correctly. Use a separate form for each person who has paid travel costs or has had travel costs paid for them. **Part 4** tells you where to send the completed form. Before you do this, you must sign and date the declaration.

The information on this form may be disclosed in confidence to other public bodies as appropriate for the purposes of checking entitlement and preventing or detecting fraud. False information may lead to prosecution or legal action.

### What can you claim for?

You can claim help with the cost of travel if you are on a low income and have made an additional journey to receive NHS care following a referral by a doctor (GP or hospital doctor), optician or dentist. Treatment can be provided by a private hospital, you can still claim if the treatment was arranged by an NHS organisation or a local authority.

If you need help with travel costs and you are:

- under 16 – your parent(s) should fill in this form – it is their income that counts
- aged 16 or over – fill in the form yourself

You may also have to submit an HC1 claim form (see part 4).

### How to claim for somebody else

If you are filling in this form for someone who is physically incapable of doing so, ask them to tell you what to fill in for them. They should then sign or make their mark in **Part 4A**.

If however, you are filling in the form for someone with learning difficulties or a condition that prevents them from managing their own affairs, you are responsible for making sure the information is correct. You should sign the form yourself in **Part 4B**.

### Time limit for claiming

You must ensure that this claim form is received by the relevant office identified in **Part 4** within 3 months of the date that you paid any charges.

If you make the claim after 3 months, the NHS Business Services Authority has to decide if there is a good reason for it being late before it can be accepted. In this case, please send a written explanation with your claim to NHS Business Services Authority, Help with Health Costs, Bridge House, 152 Pilgrim Street, Newcastle upon Tyne NE1 6SN.

### More refund information

More refund details can be found in leaflet HC11 "Help with Health Costs" available to download at: [www.nhs.uk/healthcosts](http://www.nhs.uk/healthcosts).

If you have paid an NHS prescription charge you must use the prescription receipt form FP57 to claim a refund. Ask for that receipt form when you pay - you can't get one later. It tells you what to do.

If you have paid for other NHS charges you must use the claim form for the charge you have paid. There are separate forms for each type of charge (HC5(D) for dental charges, HC5(O) for optical costs and HC5(W) for wigs and fabric support charges).

The leaflets are also available on line at: [www.nhs.uk/healthcosts](http://www.nhs.uk/healthcosts). If you have any queries or need help filling in this form you can speak to an advisor on 0300 330 1343.

## Part 1 - Patient's details

Please use this part of the form to tell us about the patient: this may be you or the person on whose behalf you are making the claim.

Surname

Other names

Title (Mr/Mrs/Miss/Ms/Other):

Date of birth

 /  / 

National Insurance No.

    

Address



Postcode

Email address

Daytime phone number

This must be the number of the person signing at Part 4

Name of your local NHS Clinical Commissioning Group:

## Part 2 - Details of travel costs paid

Please send us any tickets or fuel receipts.

I wish to claim a refund of

 £

for **travel to receive treatment following a referral by a doctor, dentist or optician** – give the details below and send us any tickets or fuel receipts

Date(s) you attended

 /  / 

Amount you paid for that visit

 £  £  £  £

If someone had to travel with you as an escort fill in the amount they paid for their visit

 £  £  £  £

If you need space for details of other visits, list them on a separate piece of paper with the dates, amount paid and the patient's name and address, and attach it to this form. If you are not sure of any of the dates, ask the place of treatment.

Patient's treatment reference number

Department attended

## Part 3 - Other information we need

Name of the doctor, dentist or optician who referred you:

Name, address and telephone number of the hospital or place of treatment in **full** please.

Name

Telephone number

Address



Postcode

## Part 4 - Reason for claim

Tick whichever box below applied when the travel costs were paid and give the information we ask for.

**Group 1**  I have a War pension No.  and I am being treated for my accepted disablement  
Send this form to: Service Personnel and Veterans Agency, Norcross, Blackpool FY5 3WP.

**Group 2**  My name was on an NHS certificate HC2 or HC3 No.   
The person holding the certificate was:

Forename:  Surname:  Date of birth  /  /

I am named on or entitled to an NHS Tax Credit Exemption Certificate. No.   
(If you do not have a certificate, send in a copy of your award notice)

Send this form to: NHS Business Services Authority, Bridge House, 152 Pilgrim Street, Newcastle Upon Tyne NE1 6SN.

## Part 4 - Continued

- Group 3**  I was getting one of the benefits/credits listed below (please tick which benefit/credit applies).
- I am the partner or a dependant child/young person under 20 years of age of someone who was getting one of these benefits/credits (please tick which benefit/credit applies).
- Date of birth  /  /
- The person getting the benefit/credit was:
- If this person was not the patient, please tell us either their date of birth their National Insurance number:
- Date of birth  /  /  National Insurance number
- Universal Credit** and for the last complete assessment period before the travel costs were paid there were no earnings or net earnings of £435 or less (£935 if you had a child element or had limited capability for work). Check the limit at [www.nhs.uk/healthcosts](http://www.nhs.uk/healthcosts). If your treatment was during your first Universal Credit assessment period you qualify for a refund if, once your claim to Universal Credit is decided, you met the earnings conditions during that assessment period - send this form to your local Jobcentre Plus office
- Income Support** – send this form to your local Jobcentre Plus office
- Income-based Jobseeker's Allowance** – send this form to your local Jobcentre Plus office
- Income-related Employment and Support Allowance** – send this form to your local Jobcentre Plus office
- Pension Credit Guarantee Credit** – send this form to the Pension Centre who dealt with your claim
- If you receive or are included in an award of any of the benefits listed in Group 3 you can claim a refund. If you get one of these benefits alongside another benefit you will still be able to claim. Contribution based benefits paid on their own do not count. Check your benefit/credit before you sign.  
For more information see [www.nhs.uk/healthcosts](http://www.nhs.uk/healthcosts).

- Group 4**  I am not in groups 1 to 3, but wish to claim a refund of travel costs paid, because I am on a low income.
- I am aged 16, 17 or 18 and not in a family described in group 2 or 3, but wish to claim a refund of travel costs as I have a low income (you must make your own claim on an HC1 form based on your financial circumstances).
- You will need to fill in an HC1 form to apply to the NHS Low Income Scheme. You can get a form by calling 0300 123 0849 or visiting [www.nhsbsa.nhs.uk/healthcosts](http://www.nhsbsa.nhs.uk/healthcosts). Send this form with the HC1 form to NHS Business Services Authority, Bridge House, 152 Pilgrim Street, Newcastle Upon Tyne NE1 6SN.

## Declaration and signature

**Warning: False information may lead to civil or criminal action.  
If you are signing for somebody else, you will be responsible for the information provided.**

I declare that the information given on this form and the supporting documents are correct and complete and I understand that if I knowingly provide false information, I may be liable to prosecution and/or civil proceedings.

I consent to the disclosure of relevant information on this form to and by HM Revenue and Customs, Local Authorities and the Department for Work and Pensions for the purpose of verification.

I also consent to the disclosure of information on this form to NHS Protect, a division of the NHS Business Services Authority, for the purpose of the prevention, detection, investigation and prosecution of fraud and any other unlawful activity affecting the NHS.

### This is my claim for a refund of my travel costs listed in Part 2

**4A** Signature  Date  /  /

### This is a claim on behalf of the person named in Part 1 for a refund of the travel costs listed in Part 2

**4B** Signature  Date  /  /

Name (in capitals)

Telephone number

Address



Postcode

**Part 5 - For Official Use only by Jobcentre Plus Offices, the Pensions Centre and the NHS Business Services Authority**

**Step 1** I confirm that the person named on this form is included in an award of the benefit / credit, or is entitled to a certificate as indicated in Part 4, on the date(s) indicated in Part 2.

**Step 2** I confirm that the patient named in Part 1 of this form is entitled to:

a full refund of necessary travel costs paid on or after [ ] / [ ] / [ ]

a refund of the difference between £ [ ] and the necessary travel costs paid in any one week on or after [ ] / [ ] / [ ]

The actual amount(s) paid is/are shown on the attached receipts

Signature [ ]

Date [ ] / [ ] / [ ]

Name (in capitals) [ ]

Authorisation stamp [ ]

Office address stamp [ ]

I confirm that this claim has been accepted outside the 3 months time limit (NHSBSA only).

**Step 3** If treatment was received at an NHS hospital, please send this form to the hospital shown in Part 3.

If treatment was received elsewhere (including at a private hospital), please send this form to the NHS Clinical Commissioning Group (CCG) that covers the patients address in Part 1. Check to find the CCG's address at [www.england.nhs.uk](http://www.england.nhs.uk)

To: [ ]

**For Official Use only by the NHS England payment services on behalf of the CCG.**

Payment of £ [ ] made to patient named in Part 1 of this form on [ ] / [ ] / [ ]

Notes [ ]

## **Appendix B** **NHS Low Income Scheme (LIS)**

<https://www.nhs.uk/using-the-nhs/help-with-health-costs/nhs-low-income-scheme-lis/>

If you have a low income, you may be able to get help with NHS costs through the NHS Low Income Scheme (LIS).

The scheme covers:

- [prescription costs](#)
- [dental costs](#)
- [eye care costs](#)
- [healthcare travel costs](#)
- [wigs and fabric supports](#)

You can apply for the scheme as long as your savings, investments or property (not counting the place you live) don't exceed the capital limit.

In England, the limit is:

- £23,250 for people who [live permanently in a care home](#)
- £16,000 for everyone else

Any help you're entitled to is also available to your partner and any dependent young people.

### **How to apply**

Depending on your circumstances, you can receive full help (HC2 certificate) or partial help (HC3 certificate).

You qualify for full help if your income is less than or equal to your requirements, or is greater than your requirements by no more than half the current English [prescription charge](#). If your income exceeds this limit, you may be entitled to partial help. Your certificate will show how much you have to pay towards your health costs.

The rules governing who's eligible are broadly the same as those for a [means-tested benefit](#). But the assessment also takes into account council tax and housing costs, so you can get help with health costs even if your income is too high for a means-tested benefit. To apply for your certificate, you'll need to complete an HC1 form and post it to the address provided on the form.

You can order an [HC1 form online](#) or [download it \(PDF, 218kb\)](#). It may also be available from your local Jobcentre Plus office or NHS hospital. Your doctor, dentist or optician may also be able to give you one.

If you need help making your claim or have questions about the LIS, call 0300 330 1343 to speak to an adviser. They can also fill in the form for you and post it to you to sign and return it to them.

Certificates are usually valid for between six months and five years, depending on your circumstances.

You don't need to apply if you or your partner:

- get Income Support
- get income-based Jobseeker's Allowance
- get income-related Employment and Support Allowance
- get Pension Credit Guarantee Credit

- are named on or entitled to a valid NHS tax credit exemption certificate – if you don't have a certificate, you can show your award notice; you qualify if you get Child Tax Credits, Working Tax Credits with a disability element (or both) and have income for tax credit purposes of £15,276 or less
- get Universal Credit and meet the criteria

These benefits or tax credits already entitle you to full help with health costs.

### **Formal reviews**

If you're unhappy with the outcome of your claim, you can ask for a review by a service improvement adviser.

The service improvement team checks whether a claim has been correctly assessed in accordance with the regulations governing the scheme. If the decision was wrong, a new certificate will be sent to you.

You can request a review online or post your request to:

NHSBSA  
LIS Review Team  
Help with health costs  
Bridge House  
152 Pilgrim Street  
Newcastle-upon-Tyne  
NE1 6SN

### **How to claim back money that you have already paid**

You can submit a claim for a refund at the same time as you apply for the Low Income Scheme. Refund claims must be received within three months of the date on which you paid, or within three months of the date of your sight test.

To claim a refund of prescription charges, you'll need an NHS receipt form FP57. Ask for one when you pay for your prescription.

To claim a refund of other charges, including dental treatment, wigs and fabric supports, sight tests, glasses or contact lenses, and healthcare travel costs, you'll need the relevant HC5 form.

Download your HC5 form:

- [HC5 \(D\) claim dental charges \(PDF, 231kb\)](#)
- [HC5 \(O\) claim optical charges \(PDF, 398kb\)](#)
- [HC5 \(T\) claim travel charges \(PDF, 347kb\)](#)
- [HC5 \(W\) claim wigs and fabric supports \(PDF, 354kb\)](#)

### **Important numbers**

- NHS Low Income Scheme helpline – 0300 330 1343
- Prescription services helpline – 0300 330 1349
- Queries about medical exemption certificates – 0300 330 1341
- Queries about prescription prepayment certificates (PPCs) – 0300 330 1341
- Queries about tax credit certificates – 0300 330 1347
- Call 0300 123 0849 to order a paper copy of the HC12, HC5 and HC1 (SC) forms
- Call 0300 330 1343 for all other queries

## **Appendix C**

### **Help with health costs for people getting Universal Credit**

<https://www.nhs.uk/using-the-nhs/help-with-health-costs/help-with-health-costs-for-people-getting-universal-credit/>

If you receive Universal Credit, you may also qualify for help with health costs.

#### **Eligibility criteria**

You qualify if, on the date you claim help with health costs:

- a) you receive Universal Credit and either had no earnings or had net earnings of £435 or less in your last Universal Credit assessment period
- or
- b) you receive Universal Credit, which includes an element for a child, or you (or your partner) had limited capability for work (LCW) or limited capability for work and work-related activity (LCWRA), and you either had no earnings or net earnings of £935 or less in your last Universal Credit assessment period.

Note: If you're part of a couple, the net earning threshold applies to your combined net earnings.

You should present a copy of your Universal Credit award notice to prove your entitlement. You'll need to have met the eligibility criteria in the last completed Universal Credit assessment period before your health costs arose.

Visit the GOV.UK website for more information about the Universal Credit assessment period.

Not all help with health costs claim forms have a tick box for Universal Credit. If that's the case, you should tick the box for income-based Jobseeker's Allowance instead.

Find out more:

- [How to claim a refund for health costs paid before December 1 2016](#)
- [What should I do before making a claim for help with health costs?](#)

#### **Unsure if you meet the eligibility criteria?**

You should pay for any health costs if you're unsure whether you meet the eligibility criteria. You can claim a refund once you're able to confirm your entitlement.

This might be the case because:

- your Universal Credit claim is still being assessed
- you're waiting for a decision about your Universal Credit claim that might change the threshold that applies to you
- you're uncertain whether your earnings are within the threshold

You need to have met the eligibility criteria either in the Universal Credit period before you paid, or in the same assessment period in which you paid, to qualify for a refund.

Make sure you ask for and keep receipts. If you pay for a prescription, you must get a receipt and refund form (FP57) at the time you pay, as you won't be able to get one later.

Follow the NHS Business Services Authority (BSA) on [Facebook](#) or [Twitter](#) for the latest NHS BSA updates and answers to your questions about help with health costs.

#### **How to claim a refund for health costs paid before December 1 2016**

Before December 2016, the eligibility criteria only considered net earnings for the individual claimant, even for those who were part of a couple.

This means if you paid for health costs before December 2016, you may still be able to claim a refund under the old eligibility criteria, looking at only your net earnings at the time you paid.

**Important numbers**

Dental services helpline – 0300 330 1348

NHS Low Income Scheme helpline – 0300 330 1343

Prescription services helpline – 0300 330 1349

Queries about medical exemption certificates – 0300 330 1341

Queries about prescription prepayment certificates (PPCs) – 0300 330 1341

Queries about tax credit certificates – 0300 330 1347

Call 0300 123 0849 to order a paper copy of the HC12, HC5 and HC1 (SC) forms

Call 0300 330 1343 for all other queries

## **Appendix D** **Alternative Travel Options List**

The following options can be offered to patients who are not eligible for HC5 travel costs refunds on the NHS.

### **North West Ambulance – Patient Transport Service**

The Patient Transport Services is provided for those patients whose medical condition means they cannot get to their appointment in any other way. The service provides a range of vehicle types and levels of care appropriate to individual patient medical need, to ensure the patient travels as safely and as comfortably as possible to their appointment.

All patients will be assessed on their suitability for PTS using a short and simple series of questions when booking.

**Telephone: 01204 462882** between the hours of 8.30am and 6.30pm, Monday to Friday

### **Transport for Greater Manchester (TFGM) Traveline**

Traveline can help with all journey planning questions, from bus, train and Metrolink tram times to service disruptions and ticketing.

**Telephone: 0871 200 2233.**

**Website:** [www.tfgm.com](http://www.tfgm.com)

### **Local Link**

Local Link is a door-to-door bus service which runs in several areas of Bolton. It is provided by Transport for Greater Manchester (TFGM). Details about Local Link can be found on the TFGM

**Website:** [www.tfgm.com/buses/local\\_link](http://www.tfgm.com/buses/local_link)

### **Ring and Ride**

Ring and Ride provides a door-to-door accessible minibus service for people of all ages who find it difficult to use public transport.

**Telephone: 0845 688 4933** (to register and for general enquiries)

**Booking Line: 0845 688 3989** (to make a booking)

**Email: enquiries@ringandride.info**

**Website:** <https://www.tfgm.com/public-transport/ring-and-ride-minibuses>

**British Red Cross**

The British Red Cross offers a door to door transport service for members of the public who are unable to use public transport, this includes to hospital appointments. As part of the service they can arrange to stay with a patient if required and there are no distance restrictions. Ideally 3-4 days' notice is required to book transport.

There is a charge for the service, though the website states that a patient will not be turned away if they are unable to pay. The general charges are (but may be subject to change):

- 70p per mile + an admin fee (for most journeys)
- £1 per mile if an ambulance is required + an admin fee.

**Telephone: 01565 682 304**

**Transport for Sick Children**

The Transport for Sick Children charity provides transport to hospital appointments for children who do not meet the eligibility criteria for PTS. This works on a referral basis where a professional involved in the patient's care (Health, Social or Education Worker) completes the referral and submits it.

Some of the criteria for use include:

- Child lives in Greater Manchester and is under 16.
- The family doesn't have a car and struggles to use public transport.

Patients should be directed to the receiving hospital to initiate the referral. All communication is then done between the referrer and the charity staff. One week's notice is usually required.

**Travel Voucher Scheme**

The travel voucher scheme is run by TFGM. The patient completes an application form and if accepted can purchase £120 worth of vouchers for £30 to use on taxis, community transport schemes and accessible bus services such as Ring and Ride.

Patients may qualify if they are:

- registered blind, or
- in receipt of DLA (higher rate mobility component), or
- in receipt of Higher Rate (formerly known as 24 hour) Attendance Allowance, or
- in receipt of the War Pensions Mobility Supplement, or
- a GP certifies on the application form that the patient cannot walk from than 100 metres or climb steps.

Where travel vouchers are accepted, these can be used across Greater Manchester and neighbouring counties.

**Telephone: 0161 244 1050**

**Website:** [www.tfgm.com](http://www.tfgm.com)