

Ways to get to and from hospital

This leaflet is designed to give you information about travelling to your hospital appointment or to visit a friend or relative.

Are you entitled to help with the cost of travel to hospital?

Patients who have hospital appointments and are in receipt of qualifying benefits may be entitled to help with their travel costs.

Claims can be made at the cash office, level 3, Lister Hospital. There are no facilities at the New QEII or Hertford County Hospitals. Patients attending appointments at these sites should be able to collect an HC5 claim form.

The cost of travel by taxi cannot usually be reclaimed.

By Car	The Trust has pay and display car parks on all sites for patients.
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Public Bus Companies		
Arriva	0871 200 22 23	www.arrivabus.co.uk
Uno bus	01707 255764	www.unobus.info

Other Travel Options

Service Provider	Non-emergency patient transport services (PTS)
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Service	<p>The non-emergency patient transport service (PTS). For transport to NHS hospitals and clinics in Hertfordshire and Bedfordshire.</p> <p>Patients will need their NHS number when booking a journey. All requests for the non-emergency patient transport service (PTS) are assessed through a booking system and priority is given to those patients who have the greatest medical or mobility need and cannot travel by any other means including family, friends, taxi or voluntary car service.</p>
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Charges	
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Booking Line	Mon - Fri 08:00 – 20:00	Medical Services on 0300 303 2101
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Service Provider	Health Shuttle
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Service	A subsidised door-to-door service for staff, patients and visitors from Stevenage, Hitchin, Letchworth, Baldock, Weston, Wymondley, Arlesey, Clifton, Henlow, Shillington, Stotfold and the Stondons for journeys to and from Lister and the New QEII hospitals.
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Charges	Patients are charged a set rate per journey
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Booking Line	Mon - Fri 08:15 – 17:15 Closed public holidays	01438 726219
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Service Provider	Stevenage and North Hertfordshire community transport scheme	
Service	For people in Stevenage and North Hertfordshire who require transport and have difficulty using other passenger transport.	
Charges	Patients are charged a set rate per mile which is calculated from the driver's home.	
Booking Line	09:00 – 14:30 12.30-4.30 Mon – Fri. Closed on public holidays	01438 724911 (Stevenage) 01462 689402 (North Herts)
Email	stevenagetransport@nhscvs.org.uk (Stevenage) transport@nhcvs.org.uk (North Herts)	
Website	www.nhcvs.org.uk/cars	

Service Provider	Royston community transport	
Service	Serving the Royston area, for people who have difficulty using other transport services.	
Charges	Clients are charged at a set rate per mile.	
Booking Line	09:00 – 15:00 Monday to Friday. Closed on public holidays	01763 245228
Email	info@roytrans.co.uk	
Website	www.roytrans.co.uk	

Service Provider	Heron self-help scheme	
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Service	For residents of Littleton and Abington Piggotts, Shingay-cum-Wendy, Bassingbourn and Kneesworth and The Mordens providing transport for social and medical purposes, including trips to Lister and Addenbrooke's.	
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Charges	On application	
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Booking Line	09:00 – 18:00	01763 245228
	Monday to Friday.	
	Steeple Morden	01763 852602
	Guilden Morden	01763 852125
	Bassingbourn	01763 257359
	Orwell and Wimpole	01223 207307

Service Provider	Hertfordshire Action on Disability	
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Service	Delivering innovative, affordable, practical services to disabled people across Hertfordshire. (24-hour transport available)	
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Charges	On application	
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Booking Line	09:00 – 17:00	01707 375159
	Closed on public holidays	

Email	transport@hadnet.org.uk	
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Website	www.hadnet.org.uk	
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Service Provider	Welwyn and Hatfield Community Car scheme	
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Service	For people in we hat who require transport and have difficulty using other passenger transport	
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Charges	Set rate per mile	
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Booking Line	10:00 – 16:00	01707 273875
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	Closed on public holidays	

Email	whcvscars@yahoo.co.uk	
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Website	www.whcvs.org.uk	
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