



If you would like more help or information about ways to get to hospital or advice on reclaiming travel costs please call:

Patient Advice Liaison Service (PALS)

QEII Hospital
Lister Hospital
Hertford County Hospital

01707 369045
01438 784779
01707 369175

Helping you to get to hospital

Ways to get to and from hospital

The non-emergency patient transport service (PTS) provided by the East and North Hertfordshire NHS Trust is vital for some of our patients who, for health reasons, are unable to use cars or public transport to get to and from hospital. This service costs the Trust just over £1,500,000 every year.

All requests for PTS are assessed through a booking system and priority is given to those patients who have the greatest transport need. You can find out if you are eligible for PTS by phoning: 01438 737250

We realise that there are patients who do not qualify for PTS and nor do they have access to private cars. This leaflet is designed to give you information about alternative means of travel to help you attend your hospital appointment or to visit a friend or relative.

Some methods of transport are provided by the Trust and others are provided by local agencies and charities.

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

If you receive benefits such as Income Support, Working Family Tax Credit or Pension Credit you may be entitled to help with your travel costs.

To find out if you are entitled to reclaim costs for travel to and from your health appointment by public transport, you should retain your ticket and ask at main reception at the QEII or Lister hospitals to be directed to the cash office.

The cost of travel by taxi cannot usually be reclaimed.

Non-emergency patient transport services

NHS funded transport for those assessed to need assistance to get to and from hospital. Contact Travellink to find out if you are eligible:

Tel: 01438 737250

www.hertslink.org/travellink

Call centre open Monday - Friday 8.00 am - 5.30 pm (excluding bank holidays)

Health Shuttle

A subsidised door-to-door service for staff, patients and visitors from Stevenage area, Hitchin, Letchworth, Baldock, Weston, Wymondley, Arlesey, Clifton, Henlow, Shillington, Stotfold and the Stondon to the Lister. Also available between the Lister and the QEII hospitals.

Tel: 01438 726219

Booking line available:

Monday - Friday

8.15am - 5.15pm

Trust-run voluntary car service

A transport service co-ordinated by the Trust using volunteer drivers to transport eligible patients to and from health appointments. Customers are charged a rate per mile from the driver's home to the appointment and back again.

Customers in receipt of certain benefits do not pay.

Lister hospital car service

Tel: 01438 781238

QEII hospital car service

Tel: 01707 365462

Booking line available:

Monday to Friday

10:00am - 12 midday.

Closed on public holidays.

CVS community transport schemes

For people who require transport and have difficulty using other passenger transport.

North Hertfordshire

Tel: 01462 459752

www.nhcvts.co.uk

Royston

Tel: 01763 245228

no web address available

Welwyn and Hatfield

Tel: 01707 273875

www.whcvts.org.uk

Stevenage

Tel: 01438 353951

www.stevenagecvts.org.uk

Available: Office hours vary

Leonard Cheshire

Free hospital escort service for older and disabled people living in Stevenage, Hitchin, Letchworth, Baldock and surrounding villages.

Tel: 01462 439020

www.leonard-cheshire.org

Bookings taken:

Monday - Friday 8.30 - 5pm

Red Cross transport and escort service

To enable vulnerable people to make essential journeys to maintain their quality of life. Covers local authority areas in East Herts, Broxbourne, Welwyn, Hatfield and St Albans.

Tel: 01992 585968

www.redcross.org.uk

Hertfordshire Action on Disability

Delivering innovative, affordable, practical services to disabled people across Hertfordshire.

Tel: 01707 375159

(24-hour transport available)

www.hadnet.org.uk

Public bus companies

Arriva bus company

Tel: 08701 201088

www.arrivabus.co.uk

Greenline Travel

Tel: 0870 608 7261

www.greenline.co.uk

Uno bus

Tel: 01707 255764

www.unobus.info

