

Healthcare Travel Costs Scheme

The national Healthcare Travel Costs Scheme has been set up to help those people receiving specific benefits to claim back their travel and parking costs from NHS facilities, including hospitals. This leaflet is an informative guide, detailing how the scheme works.

Who qualifies for help?

You may be able to claim a refund under the national Healthcare Travel Costs Scheme (HTCS) of the cost of travelling to hospital or other NHS premises for NHS-funded treatment or diagnostic tests arranged by a GP or dentist. To qualify for help with travel costs under the scheme, you must meet three conditions:

1. At the time of your appointment, you or your partner (including civil partners) must be receiving one of the qualifying benefits or allowances (see next page for more information), or meet the eligibility criteria of the NHS Low Income Scheme.
2. Your journey must be made to receive NHS-funded non-primary medical or non-primary dental care services, to which you have been referred by a GP, dentist or hospital consultant.
3. For referrals made by a GP or dentist, the service must be provided on a different day and in premises other than those occupied by the GP or dentist who made the referral.

You can claim travel costs for your children if items 2 or 3 as detailed above applies to them and you are covered by item 1 above at the time of the appointment. Any young person aged 16 or over may make their own NHS Low Income Scheme claim.

What are the scheme's qualifying benefits?

You or your partner (including civil partners) receive one or more of the following state benefits:

- Income support;
- Income-based Jobseeker's Allowance;
- Income-related employment and support allowance;
- Pension Credit Guarantee Credit;
- You are named on, or entitled to (use your award notice as evidence), a NHS tax credit exemption certificate;
- You have a low income and are named on certificate HC2 (full help) or HC3 (limited help). To apply for this certificate, you should complete form HC1 available from your local hospital, Jobcentre Plus offices, or from the Department of Health publications order line on **0300 123 1002**.

To find out more about the NHS Low Income Scheme, visit the website: www.nhsbsa.nhs.uk

What you can and cannot claim

You can claim travel costs for an escort, if your GP, dentist or consultant says that for medical reasons you need someone to travel with you. You cannot claim help with hospital travel costs, if you are visiting someone in hospital. However, visitors in receipt of one of the qualifying benefits may be able to receive assistance in the form of a Social Fund payment. Further information about this assistance can be obtained from Jobcentre Plus offices.

Where to get help and advice

If you're unsure whether or not you qualify to get help under the national Healthcare Travel Costs Scheme, just go along to the Trust's cash office on the Lister's main concourse, close to the public lifts. The office is open during normal office hours – 7.30am to 7pm weekdays. Outside of these hours, please refer to the website: www.nhs.uk/nhsengland/Healthcosts/pages/Travelcosts



Concessionary tariffs

Lister concessionary parking tariffs

The Trust recognises that some patients and/or their visitors may need to come to hospital on a regular basis. To help ease the financial burden, the Trust provides a range of value-for-money concessionary parking tickets for the public:

| | | |
|-----------|-------------------|--------|
| Weekly | £19.10 | £19.10 |
| Monthly | £21.20 | £21.20 |
| 3-Monthly | £31.80 | £31.80 |

For those wishing to buy a monthly or three-monthly ticket, please speak to the ward sister or matron looking after you and/or your loved one. They will then contact our facilities team with your details, who will pass them on to the parking shop. Once all this is done, we can issue you with the requested concessionary ticket. If you are just looking for a weekly ticket, then these can be purchased directly from the parking office. All three concessionary tickets are only available to members of the public. These tickets allow the holder to park in designated visitor parking areas, as often as they want, for as long as they want during the qualifying period.

Where can I find more out more information?

For more information on the availability of these concessionary tickets, please speak to VINCI Park staff in the parking shop inside the multi-storey car park at the Lister Hospital or contact the Trust's facilities team on **01438 285512**.

VINCI Park – Parking Office
Lister Hospital,
Coreys Mill Lane,
Stevenage,
Herts SG1 4AB.
T 01438 781 278

Opening hours:
7.30am to 7pm Monday–Friday
9.00am to 4pm Saturday
10.00am to 6pm Sunday



The car parking sites at the East and North Hertfordshire NHS Trust are operated by VINCI Park Services UK Limited on behalf of the East and North Hertfordshire NHS Trust.

Company number: 6984712 Registered in England

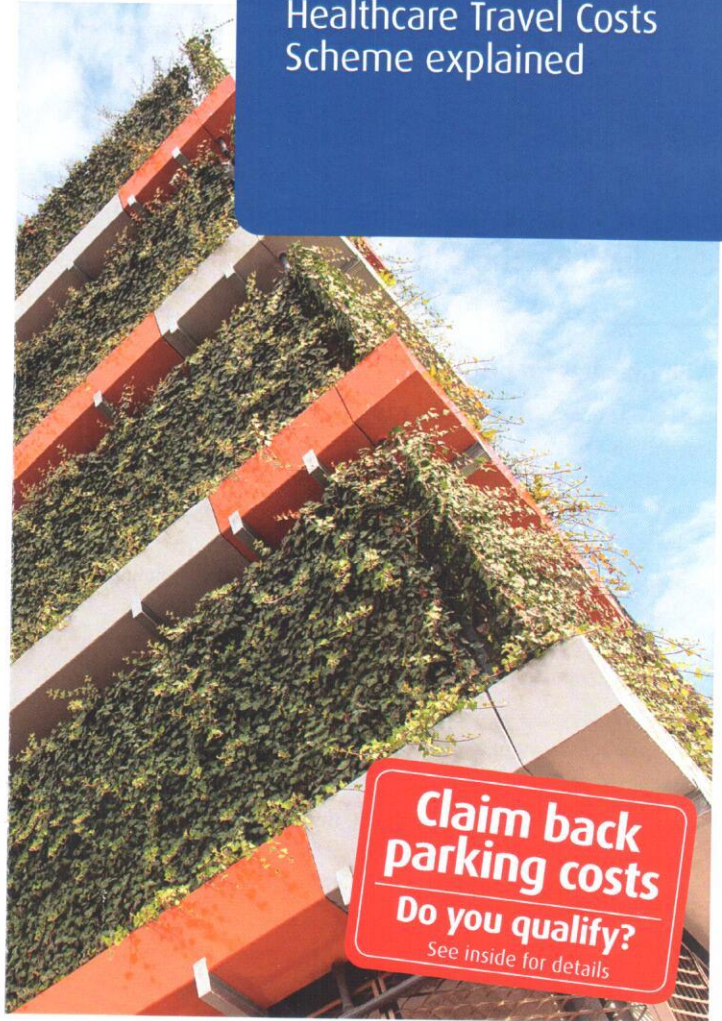
VINCI Park UK
Oak House, Reeds
Crescent, Watford,
Herts WD24 4QP.
T +44 (0)1908 223500
F +44 (0)1923 231914
E info@vincipark.co.uk

November 2011



Lister Hospital

Healthcare Travel Costs Scheme explained



East and North Hertfordshire 
NHS Trust