

# Help with travel costs

This information is for patients who need help with the cost of travelling to and from hospital. It is based on the Healthcare Travel Costs Scheme (HTCS) guidelines produced by the Department of Health.

## Who is eligible for help with travel costs?

If either you or your partner (including civil partners) are receiving benefits at the time of your appointment, you may be able to claim back the costs of travelling to and from hospital. You may be eligible for help with these costs if you get:

- Income Support
- Income-based Job Seekers Allowance
- Income-related Employment and Support Allowance
- Pension Credit Guarantee Credit or if you are named on, or entitled to a NHS tax credit exemption certificate (use your award notice as evidence)
- Child tax credit
- Working tax credit with a disability element

You may also be entitled to support if you:

- are awarded Universal Credit
- 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, or from the DH publications order line on **0300 123 1002**.

You can claim for public transport fares (not first class) or for return mileage and parking expenses if you are driving. Parking penalties will not be reimbursed.

You may also be able to get help through the NHS Low Income Scheme (LIS) if you have a low income. You can apply for the scheme as long as your savings, investments or property (not counting the place where you live) do not exceed:

- £23,250 for people who live permanently in a care home
- £16,000 for everyone else

This help is also available to your partner and any dependent young people.

You will need to fill in an HC1 'Claim for Help with Health Costs' form, which includes giving details of your income and savings. You can collect this form from the hospital cashier. If you qualify for help after your HC1 has been reviewed, you will be sent an HC2 or HC3 certificate.

## What documents do I need to bring to the hospital with me?

To claim a refund on your travel costs, please bring the following documents to the cashiers' desk on the ground floor in Grosvenor wing, St George's Hospital:

- travel receipts
- your hospital appointment card or letter
- and one of the following:
  - proof of a qualifying benefit (like an award notice), preferably from within the last three months
  - a tax credit exemption certificate (you will receive this automatically if you qualify)
  - a certificate showing that you qualify for the NHS Low Income Support Scheme.

You can make a claim up to **three months after** the date of travel.

## If I have an escort, can I claim for their costs?

If an adult or dependent child has to travel to your treatment with you for medical reasons, you can claim their travel costs too. In order to process this, you will need to provide a letter from your doctor or nurse stating that you require an escort.

## Are there parking concessions at St George's for cancer patients?

You can buy a weekly parking permit at the discounted rate of £10 if you are having chemotherapy or are the next of kin of any inpatient (only one permit can be claimed per patient), for four days or more. If you think you may be at the hospital for more than four hours in a single day, you can apply for a discounted daily rate of £8.

In order to get the discount, ask a member of staff on the ward for a patient/visitor application form. You will need to complete the form, have it signed by a member of the ward staff, and then take the form to the security office (main entrance, Grosvenor wing).

## Where can I get more information?

If you would like to find out more, the NHS Choices website offers further information on help with travel costs: [www.nhs.uk/Healthcosts/Pages/Travelcosts.aspx](http://www.nhs.uk/Healthcosts/Pages/Travelcosts.aspx)

## Contact us

If you have any questions or concerns, please contact the **Macmillan Information and Support Centre**. You can **drop in** (Monday to Friday, 10am to 5pm), call on **020 8725 2677** (Monday to Friday, 9.30am to 4.30pm) or email [cancer.information@stgeorges.nhs.uk](mailto:cancer.information@stgeorges.nhs.uk).

The centre offers a wide range of information and support to people with cancer, their families and friends. Information is available about:

- cancer, its treatments and their effects
- complementary therapies
- cancer services
- support services within St George's and local self-help and support groups

The centre is located on the ground floor in Grosvenor wing, St George's Hospital.

**For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk)**

## Additional services

### Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9.30am and 4.30pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough Wing (near the lift foyer).

**Tel:** 020 8725 2453 **Email:** [pals@stgeorges.nhs.uk](mailto:pals@stgeorges.nhs.uk)

### NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

**Web:** [www.nhs.uk](http://www.nhs.uk)

