

University College London Hospitals (UCLH)

Help with hospital travel costs

Information for patients attending
appointments at UCLH

If you need a large print, audio, braille, easy read or translated copy of this document, please contact us on 020 3447 8663. We will try our best to meet your needs.

Can I claim a refund of my hospital travel costs?

If you are travelling to hospital for NHS treatment under the care of a consultant you may be able to claim a refund.

You can make a claim if you are in receipt of any of the following benefits:

- Income support
- Pension Credit – Guarantee credit only
- Income based Jobseekers Allowance
- Income based Employment and Support Allowance
- Working Tax Credit (exemption card)
- Child Tax Credit (exemption card)
- NHS Low Income Scheme

How do I make a claim?

Please take the documents listed below, to the Cashiers Office of the hospital you are visiting:

- Attendance slip (this must be collected from your clinic/ward reception area)
- Proof of your travel costs for e.g. tickets, travel receipt or an Oyster card
- Proof of your entitlement that you are in receipt of one of the qualifying benefits

The claim will be validated by the Cashier and if the documentation is correct, payment will be made on the day. All travel costs will be calculated based on the cheapest form of transport. If you have travelled by car, petrol costs are calculated on a 'pence per mile' rate. This is based on the distance between the hospital and your home address.

Can I claim a refund for someone travelling with me?

If you need someone to travel with you to the hospital for medical reasons, the travelling costs for the escort can also be reclaimed. Ask your consultant to confirm on the Attendance Slip that an escort was medically required for your visit before you go to the Cashiers Office.

If I don't receive any of these qualifying benefits what help is available?

If your income is low enough you may be able for help under the **Low Income Scheme**. This is a means-tested scheme where you receive help with healthcare costs if your income and savings are low enough.

How do I apply for help through the Low Income Scheme?

Send a completed **HC1** form to the NHS Business Service Authority (envelope is provided with application form). The application will be assessed and if you qualify for help, the NHS Business Services Authority will send a certificate as confirmation. A **HC2** certificate will entitle you to full help and a **HC3** certificate for partial help. **HC1** forms are available from the Cashiers Office.

Can I apply for the Low Income Scheme if I have already paid my travel fares?

Yes, you have up to three months from the date you have travelled to make a claim. Complete the refund claim form **HC5**. Forms are available from the Cashiers Office or from the NHS Business Services Authority.

Contact details for the NHS Business Services Authority

The advice line at the NHS Business Service Authority is 0300 3301 343. An information booklet is also available (**HC11**) and can be downloaded from www.dh.gov.uk. Information is also available at www.nhsbsa.nhs.uk.

Opening hours and address for the Cashiers Offices at UCLH:

Eastman Dental Hospital

Address: Ground Floor, 256 Gray's Inn Road
London WC1X 8LD

Opening times: 09:00 to 16:30

National Hospital for Neurology and Neurosurgery

Address: Ground Floor, 256 Queen Square
London WC1N 3BG

*Opening times: 09:00 to 13:00 **and** 14:00 to 16:30

Royal National Throat, Nose and Ear Hospital

Address: Lower Ground, 330 Gray's Inn Road
London WC1X 8DA

Opening times: 09:00 to 16:30

UCH at Westmoreland Street Hospital

Address: Ground Floor, 16–18 Westmoreland Street
London W1G 8PH

Opening times: 09:00 to 16.30

The Royal London Hospital for Integrated Medicine

Address: Ground Floor, 60 Great Ormond Street
London WC1N 3HR

*Opening times: 09:00 to 13:00 **and** 14:00 to 16:30

University College Hospital (UCH)

Address: Ground floor, 235 Euston Road
London NW1 2BU

Opening times: 09:00 to 13:00 **and** 14:00 to 16:30

*Where offices close at lunch, please note that times can vary depending on how busy we are.