

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.

Help with Hospital Travel Costs

If you have been referred for NHS treatment by your doctor or dentist, and you are on a low income or receive benefits, you may be eligible for help with the cost of travelling from your home address to your appointments.

This leaflet provides information regarding the support which is available. It explains who is eligible for support and what you need to do to claim your money back.

1. Am I entitled to claim travel expenses?

You are entitled to claim travel expenses if you are in receipt of one of the following benefits:

- Income Support
- Pension Guaranteed Credit
- Income Based Job Seekers Allowance
- Income Based Employment and Support Allowance
- NHS Working Tax Credit Exemption Certificate
- NHS Child Tax Credit Exemption Certificate
- Certificate for Low Income – HC2 or HC3
- Universal Credit

Patients must ensure that the exemption certificate is “in date” for the appointment date/s which are being claimed. The guidance is the certificate and /or award notice must be dated within a 12 month period of the appointment.

Those patients who are in receipt of Universal Credit must present a copy of your Universal Credit award notice to prove your entitlement. You will need to have met the eligibility criteria in the last completed Universal Credit assessment period before your travel costs arose.

2. What documentation do I need to claim?

To claim travelling expenses you must take the following documents to the Cashiers Office:

- Attendance slip, this must be collected from the ward/clinic reception area
- Proof of entitlement
- Proof of travel costs e.g. bus, tube and train tickets

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 most cost effective form of transport from your home address to the hospital.

If you have travelled by car, petrol costs are calculated on a “pence per mile” rate and again, this is based on the distance between your home address and the hospital.

Travel costs paid by contactless payment or Oyster Card can be reimbursed where a list of journeys made is obtained from the TfL website. You can register your contactless payment card or Oyster card on the TfL website to enable you to obtain the travel details record.

Claims are accepted up to three months after the appointment date.

3. Can I claim for my escort?

The travelling cost for an escort will only be reimbursed if it is required on medical grounds. The consultant or doctor must confirm on the Attendance Slip that the escort was medically necessary for your visit.

If you have a letter from your consultant or GP stating that you are medically unfit to travel alone, please bring a copy of this letter. This letter must be produced each time you claim and is valid for six months from the date of issue.

The hospital is unable to reimburse travel expenses for visitors to patients.

4. When can I make my claim?

You can make a claim by visiting the Cashier's Office in person at the following locations:

National Hospital for Neurology and Neurosurgery

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

Opening times: 09:00 to 17:00

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 17:00

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.

5. Can I make a claim by post?

To make a postal claim you need to send (1) proof of attendance - attendance slip, (2) a copy of your proof of entitlement and (3) proof of travel – tickets, etc., to the Cashier's Office at the hospital where the appointment took place.

Where claims are not made in cash, patients are requested to provide their bank details so that payment can be made by bank transfer. To facilitate this we will need the name of the bank, account name, sort code and account number for the payee.

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

If your income is low enough you may be able to get 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.

The advice line contact details for the NHS Business Services 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**

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