



Transport may be available to patients who have a current physical or mental health condition or learning disability such that they require the skill or support of Non-Emergency Patient Transport Services staff to leave their home or on the journey or where it would be detrimental to the patient's condition or recovery if they were to travel by other means.

How to book

- Patients can make bookings by phone - if possible, the patient should make the call, but family, friends or carers can assist.
- Patients are encouraged to book between 6 weeks and 48 hours ahead of their appointment.
- Patients are asked a set of questions to review/assess their eligibility at time of booking.
- To appeal a decision, the Patient should ask to speak to the service manager.

Patients registered with a GP in Somerset should call the Patient Transport Advice Centre
01278 727444

Available Monday – Friday 8:30am – 6.30pm
(not including Bank Holidays)

Information required by PTAC to assist with assessment/bookings.

- Name, date of birth and address
- Contact information
- NHS number
- GP details
- Appointment details, including type of appointment (outpatient, day case, discharge, renal dialysis)

Help with travel costs

Patients who are on lower incomes may be entitled to help with travel and/or parking costs. It may also be possible to claim travel costs for carers and escorts if their healthcare professional says it is "medically necessary" for someone to travel with them.

The patient needs to be under the care of a consultant or have been referred by their GP, dentist, or optician.

Help is available to anyone who receives:

- Income Support
- Income-based Job Seekers Allowance
- Income-related Employment & Support Allowance
- Pension Credit Guarantee Credit
- NHS Tax Credit exemption certificate
- Universal Credit (thresholds apply)

Or the patient is on a low income and is named on certificate HC2 or HC3. (To apply first complete form HC1 exemption certificate).

How to claim

Eligible patients are expected to use the cheapest, most appropriate means of transport available. Claims for travel costs can be made at the NHS Hospital on the day of travel where a cash office is available, or by post within 3 months of the journey using form HC5(T). Proof of eligibility and receipts/tickets will be required. Forms HC1 and HC5(T) are available at hospitals and other clinics

To find out more about travel costs claims visit www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/ or you can call the national helpline on 0300 330 1343, and ask for leaflet "Help with Health Costs"

If unhappy with a decision about travel cost refunds, the patient should speak to the cashier's manager to appeal or contact the Patient Advice and Liaison Service

Transport advice for Somerset registered patients

Patients are asked to travel as independently as possible to and from health care appointments.

This leaflet provides you with information on transport options available and advice on how to choose the best one for you.



For more information about transport options within Somerset visit: www.nhssomerset.nhs.uk



Making and changing appointments

Patients should think ahead if going to a venue for the first time and allow extra time to park or find the correct department.

Ask for appointments at times that suit the transport options which are available and to minimise costs. Staff will try to accommodate whenever possible.

Once transport has been booked the person will be provided with a booking reference number and telephone details for the transport provider. This can be used to notify them of any last-minute changes to their appointment or to contact them in the event of delayed pick-up.

Extra help is provided for patients travelling frequently for NHS treatment – three or more trips in one week or ten or more in one month. Staff or patients can make bookings on the numbers above.

Travel Tips

- **Got a bus pass or rail card?**
You may be able to choose an appointment time when you can use your pass.
- **Can travel costs be refunded?**
Check costs and reclaim rules at your destination before you book your transport.
- **Appointment changed or cancelled?** Make sure you also change your travel plans.

Public transport – bus, train or coach



For bus and train routes, connections and times contact Traveline on 0871 200 2233 (calls from landlines and mobiles are chargeable, check your telephone plan) or visit www.travelinesw.com

For advice and information on using Somerset’s public transport visit ‘Think Travel’ <https://somerset.thinktravel.info/>



Own car or lift from family or friends

To check about parking at either Musgrove Park Hospital or Yeovil District Hospital go to www.somersetft.nhs.uk

Taxi



Some taxi companies have wheelchair-accessible vehicles. One fare covers the patient and any friends/ family travelling to support them. It also takes the person door to door which is often the quickest option.

Ask family, friends, or neighbours for recommendations.

If you would like this information in another format or language call 0800 085 1067



Community transport and volunteer car schemes

These services are available to people unable to access public transport because of where they live or because of physical difficulties. Schemes often use volunteer drivers, provide cars or wheelchair-accessible transport and may be able to give some assistance to passengers from their house to the car and back.

Advance booking is always recommended. These schemes are generally less expensive. They make a charge based on mileage. Payment is usually required at the start of the journey & receipts are given so eligible patients can claim costs of journeys where applicable

Information on Community Transport and Volunteer Car Schemes operating in Somerset can be found at: [Community transport \(somerset.gov.uk\)](http://Community transport (somerset.gov.uk))

You can also call the Patient Transport Advice Centre on 01278 727444 who can provide information and advice.

If you have any comments or concerns, contact: NHS Somerset Patient Advice and Liaison Service Available Monday to Friday 9am - 5pm Telephone 0800 085 1067 Email somicb.pals@nhs.net or write to: NHS Somerset Integrated Care Board, FREEPOST RRKL-XKSC-ACSG, Yeovil, Somerset, BA22 8HR