If I do not require non-emergency patient transport but need help with the cost of travelling, is there support available?

Patients (and sometimes their escort) who are under the care of a consultant or who have been referred by their GP, dentist or optician may be entitled to help with travel, parking and toll costs. If you are eligible, the refund will be for the full costs when the cheapest suitable form of transport is used.

Help is available to anyone who receives:

Income support; income based job seekers allowance; income related employment and support; allowance; pension credit guarantee credit; a NHS tax credit exemption certificate; universal credit (not all claimants, check on www.nhs.uk); on a low income and is named on certificate; HC2 or HC3 - to apply for a certificate, complete form HC1.

Coping with change

For patients who are not eligible through the criteria, we will ensure that that appropriate signposting is in place.

For further information, please visit our website at: www.clch.nhs.uk/patienttransport

NHS
Central London
Community Healthcare
NHS Trust

CLCH non - emergency transport service

Patients are asked to travel as independently as possible to and from healthcare appointments. This leaflet provides you with information on all of the transport options available and advice on how to choose the best one for you.

Help may be available with travel costs – see details in this leaflet.

What we offer

Non-emergency patient transport is a free transport service, which is only provided to patients who have a specific medical need and are attending our healthcare services.

It is your responsibility to make your own way to and from healthcare services, unless there is a medical reason why you cannot use private or public transport.

The Department of Health's Guidance on Eligibility Criteria for Patient Transport Services (PTS) has more information around this.

How is transport arranged if I am eligible?

You will be responsible for booking your own transport directly with CLCH. You can ask a family member, carer or friend to do it on your behalf.

When booking, the following information will be requested:

Name; date of birth; NHS number; pick-up address (including postcode); GP name and practice address; date, time and location of your appointment.

Contacting our team

We understand that this change may be unsettling and raise some questions, and we are more than happy to answer them.

You can contact our central booking offices by calling 020 8937 7676 and our friendly staff will be on hand to help and advise you through this process. This phone line will be manned from Monday to Friday (9am to 5pm). The line will ring through to a voicemail facility if the line is engaged. If you leave a voicemail message with your full name and contact number, our team will call you back. If you require an interpreter, this can be arranged.

How will my eligibility be assessed?

To ensure we only provide transport to those who need it, every patient's eligibility will be assessed by either their GP or a CLCH clinical staff or checked by CLCH's trained booking office staff on a regular basis – once every four appointments or once every three months – whichever is the longest.

If someone is calling on your behalf, they will be required to answer the questions in order for your eligibility to be checked. If you are not eligible for free transport, you will be given details of local alternative services that may be available to you.

If I don't qualify for non-emergency transport, what are my options?

There are various transport options available to you so you can attend your appointment here. Other methods of travelling include: walking, cycling, taking the bus, train, taxi or utilising a community/ voluntary transport scheme; use of mobility cars, lifts from family, carers, neighbours or other support networks; or a combination of these.