

Non-emergency NHS Funded Transport

Your quick guide

Going to a hospital or medical appointment?

If it is not an emergency, you'll normally be expected to make your own way there.

If you struggle to get to hospital or medical appointments did you know there is help available?

See over the page to find out more.



You can book transport through Help To Health, a volunteer driving service.



Provides transport to and from routine healthcare appointments including GP, hospital, pharmacy and dental. Available 9am - 5pm Monday to Friday. 50p per mile (minimum charge £1) to a maximum of £10 plus any parking charges, it's open to people in Durham of any age, free to register by calling **0300 330 9242** or visit **www.helptohealth.org.uk/appointments**

You may be eligible to claim back your travel costs under the Healthcare Travel Costs Scheme.



If you're referred to hospital or other NHS premises for specialist NHS treatment e.g. diagnostic tests by your GP, you may be able to claim a refund of reasonable travel costs. Operated by County Durham and Darlington NHS Foundation Trust.

For how to claim, search 'Travel Costs' at: **www.cddft.nhs.uk**

You may be eligible for the non-emergency patient transport service (PTS) for hospital outpatient appointments.



- For people whose condition means they need additional medical support during their journey
- For people who find it difficult to walk
- For parents or guardians of children who are being transported

To find out if you are eligible for PTS and how to access it, call **03000 269 999** or speak to your GP practice.

You have an appointment but don't have access to transport - you may be eligible for NHS funded transport.



If NHS 111 or your GP practice has arranged an appointment for you at an Urgent Treatment Centre, Minor Injury Unit or GP hub and you don't have access to transport you could use our return transport.

Remember to ask!