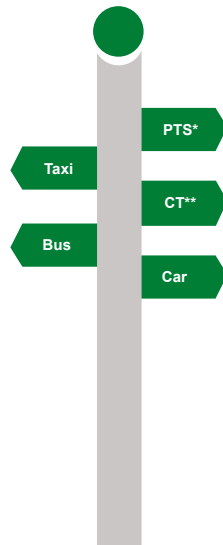


Transport to and from your healthcare appointment is your responsibility. In most instances you should make your own way there, or get a lift with family and friends. We know this isn't always possible, though, so there are patient and community transport services available. This leaflet has been designed to provide you with the information you need on the various travel options available across the county.

If you aren't able to arrange transport to an appointment you've been given, but you could make the journey at another time, or on another day, we might be able to change your appointment for you. If this is the case, please contact the number on your appointment letter.

Remember, there is plenty of important information on your appointment letter. This may help answer any other questions you may have.



When traveling to healthcare appointments, you have the following options:

1. Using your own car or a lift from family or friends
2. Public transport - bus, train, or coach
3. Private taxi
4. Community transport, including voluntary car schemes
5. Patient transport service (PTS)

Transport Tips:

Making and changing appointments: Set times and dates to suit you and the transport options available. **THINK AHEAD** if you are going to a location for the first time, allowing extra time to park and/or find the correct department. Please have your unique NHS number available if changing a hospital appointment.

Concessionary bus passes: If travelling by bus and you hold a bus pass, ask for an appointment time when you can use this. It's worth noting that Community Transport passengers who hold a concessionary bus pass can get a £1 per single journey fare reduction (£2 if resident in Malvern Hills district).

Travel cost refunds: You might be eligible for a refund on some (or all) of your travel costs, so check how you can claim this back before booking your transport.

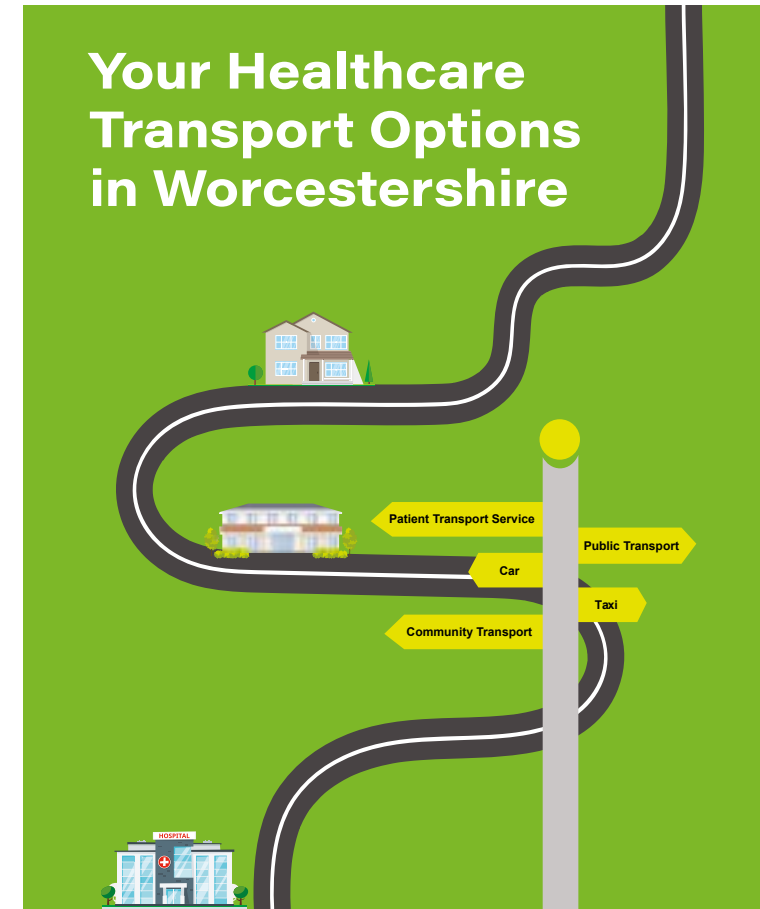
Appointment changed / cancelled: If your appointment is changed or cancelled make sure you also change your travel plans.

Other Useful Contacts:

HealthWatch Worcestershire
(Independent health and social care champion): Tel: 01386 550264
info@healthwatchworcestershire.co.uk

Patient Advice and Liaison Service
Worcestershire Acute Hospitals NHS Trust
08001231732 | WAH-PR.PET@nhs.net
Worcestershire Health and Care NHS Trust
01905 681517 | WHCNHS.PALS@nhs.net

Your Healthcare Transport Options in Worcestershire



This leaflet provides travel information and advice for people needing to access healthcare locations across the county.

It includes a range of transport options available and advice on choosing the most appropriate one for you.

1. Using your own car or a lift from family or a friend



Parking

To find out more about parking arrangements and costs at each site, please contact the surgery, clinic or hospital directly. Alternatively, additional information can be obtained from the following websites:

Website contact information:

NHS Herefordshire and Worcestershire:
<https://herefordshireandworcestershire.icb.nhs.uk/>

Acute Hospitals:

www.worcsacute.nhs.uk/our-hospitals
Worcestershire Royal Hospital*, Alexandra Hospital and Kidderminster Hospital and Treatment Centre

Worcestershire Health and Care Trust:
<https://www.hacw.nhs.uk/services>

The trust provides a range of services across the county, including community hospitals, mental health recovery units and Minor Injuries units (MIUs).

<https://www.hacw.nhs.uk/MIU>

MIUs are located in Bromsgrove, Malvern, Evesham, Kidderminster and Tenbury and treat a wide range of minor injuries including wounds, sprains, minor burns and more.

*Worcestershire Royal Hospital offer a Park and Ride service operating from Sixways. For more information call [01905 765765](tel:01905765765) or visit www.lmstravel.co.uk

2. Public Transport

All main hospitals and many GP surgeries can be accessed by bus. Information on bus services throughout the county can be found at www.worcestershire.gov.uk/bustimetables or Traveline at www.traveline.info or call [0871 200223](tel:0871200223).

3. Private Taxis

Many taxi companies have wheelchair accessible vehicles. One fare covers you and your friends/family travelling with you.

Taxis take you door to door, which is often the quickest option.



4. Community transport (CT)

These services are available to those who are unable to access public transport, either because there is no service available or because of mobility limitation. CT schemes mainly use volunteers driving their own vehicles, but many can also provide fully accessible MPV's or minibuses.

Advance booking is always necessary, and a fare is payable based on the mileage of the journey. Journey cost can be provided at the time of booking. There are schemes throughout the whole of Worcestershire. Details can be found for most healthcare locations at: www.communitytravel.org.uk

5. Patient Transport Service (PTS) (Hospital appointments only)

Patient Transport is only provided for patients who have been identified as having a medical need that prevents them from using private or public transport. The eligibility criteria for this service is set by your NHS Herefordshire and Worcestershire.

To find out more visit:
<https://www.emedgroup.co.uk/#services>

Patients are encouraged to book the service at least 48 hours ahead of their scheduled appointment, but you can book a place up to 2 weeks in advance.



If you feel you meet the medical criteria, please call EMED Medical on [0300 011 0017](tel:03000110017)

NHS Travel Costs

Patients who are under the care of a consultant, following a referral, may be entitled to help with travel costs to hospital appointments if they are in receipt of certain benefits.

To find out more call the National Helpline on [0300 330 1343](tel:03003301343) ask for a 'Help with Health Costs' leaflet, or visit the website for more information.

www.nhs.uk/nhs-services/help-with-health-costs/

If you would like this information in another format please email: hw.comms@nhs.net