



## Help with travel to hospital

This information sheet sign posts you to help with travel costs when receiving treatment on the NHS and refers you to forms that you will need to complete as well as guiding you to helpful websites.

### Eligibility for support with travel costs

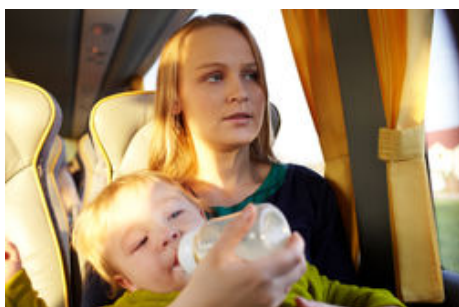
- If you need to visit hospital to attend outpatients appointments or have treatment, you may be able to get help with your travel costs if you are eligible for support.
- Help With Health Costs is a NHS website that can be accessed at [www.nhs.uk/healthcosts](http://www.nhs.uk/healthcosts) and informs parents and young adults about receiving help with travelling costs.

The website gives detailed advice for families on a low income via the NHS Low Income Scheme (LIS):

<https://www.nhs.uk/using-the-nhs/help-with-health-costs/nhs-low-income-scheme-lis/>

And also provides support for those getting Universal Credit:

<https://www.nhs.uk/using-the-nhs/help-with-health-costs/help-with-health-costs-for-people-getting-universal-credit>



### Applying for advanced payment

In some cases, if you meet specific criteria, you may be able to receive advanced payment to help you pay for travel costs.

The NHS department offering you treatment will be able to advise whether you can be in receipt of this support.

If for any reason, you cannot get advice from them, please contact your local Clinical Commissioning Group (CCG). See the link below:

<https://www.england.nhs.uk/ccg-details/>

Should your local Clinical Commissioning Group (CCG) not be in a position to answer all your queries, you can contact NHS personnel at the NHS Customer Contact Centre via the options noted below:

**Telephone:** 0300 311 22 33

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**General Post** (including complaints): NHS England, PO Box 16738, Redditch, B97 9PT

**Address for service of legal proceedings and formal letters of claim:**

NHS England, Legal Team, 4W08 4th Floor, Quarry House, Leeds LS2 7UE.

Opening hours are: 8am to 6pm Mon - Fri except Weds 0930am to 6pm. The office is closed on bank holidays.

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## The Customer Contact Centre is committed to making their service accessible

Please let them know if you have any specific requirements.

Customers who are deaf, hard of hearing or speech impaired can contact the NHS Customer Contact Centre using the Next Generation Text (NGT) service. You can find more information on the NGTS website.

<https://www.ngts.org.uk/>

To call using the Next Generation Text service dial **18001** followed by: **0300 311 22 33**

### Forms: **HC5** and **HC1**

- If your medical team advise you that you can receive advance payment of travel costs, you will need to complete **Form HC5**.
- If you need help with travel costs and you are under 16, your parent(s) should fill in form **HC5**.
- If you are aged 16 or over, please complete the form yourself.

You may also have to submit an **HC1** claim form.

If you have any questions, the NHS Healthcare Travel Costs Scheme (HTCS) offers detailed information about who can apply for the scheme and how to progress with an application for funding. See following link: <https://www.nhs.uk/using-the-nhs/help-with-health-costs/healthcare-travel-costs-scheme-htcs/>



To inform CHF of a comment or suggestion, please contact us via [info@chfed.org.uk](mailto:info@chfed.org.uk) or Tel: 0300 561 0065.

## Changes to welfare benefits

When you or a member of your family go into or come out of hospital, the welfare benefits you get may change. What will happen to your benefits depends on the type of benefit you get. A stay in hospital can also affect the benefits your partner or carer gets.

### Benefits for a child who is in hospital

Please be aware that benefit may stop if a child is in hospital for a long period of time. Get advice if this applies to you. You can use the Turn2us Find an Adviser tool to find a local adviser.

Further information:

<http://advicefinder.turn2us.org.uk/>

### Evidence and sources of information for this CHF information sheet can be obtained at:

(1) National Health Service (NHS) Business Services Authority; Help with health costs. London: NICE; 2019. Available at: <https://www.nhs.uk/using-the-nhs/help-with-health-costs/healthcare-travel-costs-scheme-htcs/>

(2) National Health Service (NHS) Business Services Authority; Help with health costs: Advice in other languages. London: NHS; 2019. Available at: <https://www.nhsbsa.nhs.uk/advice-other-languages>

(3) Turn2us. Help with the cost of travel to hospital. London: Turn2Us; 2019. Available at: <https://www.turn2us.org.uk/Benefit-guides/Going-into-Hospital-and-benefits/Help-with-the-cost-of-travel-to-hospital#guide-content>

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