New help with travel costs for patients

Devon NHS

New journeys included

You can now claim for journeys to NHS appointments, where you have been referred by your doctor or dentist, as well as to appointments under the care of a consultant.

This does not include: appointments with your own GP; dentist or their practice staff; national screening services routine appointments; visits to minor injury units or walk-in centres without an appointment or orthodontic appointments.

New refund levels

Devon Primary Care Trust (PCT) will refund in full the costs of the cheapest available form of transport, taking into account your state of health, the distance and frequency of your journeys. We ask you to use concessionary tickets, free bus passes and to book ahead to use the cheapest options.

We expect you to:

- plan ahead where possible, using the cheapest option.
- bring evidence of your entitlement when you claim.
- ‡ DWDWHDWQRDDDPRDDQWRQWRRQ your attendance.
- claim locally within 2 weeks of your appointment to receive cash.
- use postal reclaim forms HC5(T) where cash is not available locally, or after 2 weeks. You have 3 months from your appointment to do this.

We will

- inform staff to support you.
- provide cash refunds at a range of venues, i.e. Devon PCT hospitals and clinics.
- provide information on the Healthcare Travel Costs Scheme at venues and on our website.
- hold postal reclaim forms for your use as a further option.

The patient groups eligible for travel cost help

[illegible]

OR

[illegible]

[illegible]