
Help with travel costs

Notice - The outpatient travel claims desk is currently closed until further notice. If you would like to claim back your travel expenses, please collect a HC5(T) form from the outpatient main reception. The outpatient main reception is available to assist you with completing the HC5(T) form. The HC5(T) form can accept appointment claims from the last 3 months only, anything older than 3 months will not be accepted.

What are the qualifying benefits and allowances?

You can claim help with travel costs if you receive any of the following benefits:

- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Working Tax Credit (WTC) with Child Tax Credit (CTC)
- Pension Credit Guarantee Credit
- Universal Credit
- You have a low income and are named on certificate HC2 (full help) or HC3 (limited help).
- You're named on, or entitled to, an NHS tax credit exemption certificate.

What are the benefits we do not accept?

- Disability Living Allowance
- Incapacity Allowance
- Carer's Allowance
- Housing Benefits/Council Tax
- Free School Dinner entitlement letters
- Maternity/Prescription Exemption Cards
- Bank Statements

What form of transport can I use?

You must use the cheapest suitable mode of transport for your circumstances. This includes train, bus, park and ride, car and voluntary drivers. If you travelled by car and your claim was approved, you'll be reimbursed for the cost of fuel at the mileage rate used by our local

Clinical Commissioning Group (CCG). You'll also be able to claim for unavoidable car parking and toll charges.

Who cannot claim help with travel costs?

You cannot claim help with travel costs if you're visiting someone in hospital. We do not pay for taxi travel.

Carers and escorts

You can claim travel costs for an escort if your health professional says it's medically necessary for someone to travel with you. You will need to get an escort form signed by a consultant or senior nurse.

Children and other dependants

You can claim travel costs for your children if you're eligible for any of the benefits described above and your child has been referred for treatment.

Visiting an inpatient?

You cannot claim help with travel costs, if you are visiting someone in hospital. However, visitors in receipt of one of the qualifying benefits may be able to receive assistance in the form of a Social Fund payment. Further information about this assistance can be obtained from Jobcentre Plus offices.

Important numbers

Call 01223 586538 for our Outpatient Main Receptionist who can answer queries about the HC5(T) forms.

Call 0300 330 1343 for the Low Income Scheme helpline

Call 0300 123 0849 to order a paper copy of the HC12, HC5 and HC1 (SC) forms

Call 0300 330 1343 for all other queries

Please note that all information on this webpage has been taken from the Department of Health guidelines. <https://www.nhs.uk/using-the-nhs/help-with-health-costs/healthcare-travel-costs-scheme-htcs/>