

## - Patient Transport Eligibility Criteria -

### *Frequently Asked Questions.*

- ***What are locally agreed protocols and guidelines?***

The Policy applies to all groups of Trust service users and has to be flexible enough to cater for all services that are to implement it. It is recognised that within the Trust we have a very diverse service user base and their needs very greatly. This has meant Policy has been kept as broad and flexible as possible to ensure services can implement it without detriment to those who do need assistance.

Within the scope of the Policy (see Section 2) there is the requirement for each service /directorate to review the criteria and to develop local protocols and guidelines within their own systems and processes for asking the appropriate questions to ascertain eligibility. It will also give services the opportunity to put in place local criteria specific to the needs of their service users, to ensure where transport is required it can be provided and it is appropriate. Lastly it allows for services and directorates to agree with finance funding and spending limits for the provision of any transport where the service user meets the Local and Trust criteria.

For many service users, transport is seen as a way that we help and care for them while they are vulnerable. In the Policy in section 6.2, it explains 'These local protocols and guidelines must set up a clear assessment process that will not prohibit the provision of services to those who are vulnerable and at risk'.

Services should develop local protocols that meet the needs of their services and service users, using the criteria as the framework. The Policy allows for these local protocols to move outside the framework if this is considered essential, but this has to be approved at directorate level and have funding approval through the appropriate Service Director.

- ***Service Users not eligible for NHS funded Patient Transport***

You may be able to claim a refund under the 'Healthcare Travel Costs Scheme' (HTCS) of the cost of travelling to hospital or other NHS premises for NHS-funded treatment or diagnostic test arranged by a doctor.

To qualify for help with travel costs under the HTCS, you must meet three conditions:

1. At the time of your appointment, you or your partner (including civil partners) must be receiving one of the qualifying benefits or allowances, or meet the eligibility criteria of the NHS Low Income Scheme.
2. Your journey must be made to receive NHS-funded non-primary medical or non-primary dental care services, to which you have been referred to by a GP, dentist or hospital consultant.
3. For referrals made by a primary practitioner such a GP or dentist, the service must be provided on a different day and in premises other than those occupied by the practitioner who made the referral.

- ***How do I claim a refund?***

Complete an HC5(T) form - claim travel charges, and submit this together with your travel receipts to your local Clinical Commissioning Group (CCG) . You can make a postal claim up to three months after your appointment has taken place.

- ***Can I claim the cost back in Cash?***

SHSC does not have a suitable cashier facility for submitting a claim for payment in Cash. Claims must be submitted to the local CCG.

#### Note Re CCGs

In the HC5(T) form it refers to your local Primary Care Trust (PCT). However PCTs ceased to exist from 1 April 2013. Clinical Commissioning Groups (CCG) are now responsible for processing any payments previously undertaken by PCTs

The Sheffield CCG have decided that for the Sheffield area all applications for assistance with travel costs under this scheme should be sent to the local Commissioning Support Unit (CSU) and for Sheffield this is:

NHS West and South Yorkshire and Bassetlaw Commissioning Support Unit

- ***Where is the Nearest CCG and CSU?.***

NHS Sheffield CCG

NHS West and South Yorkshire and Bassetlaw CSU

The address for both is: 722 Prince Of Wales Road, Darnall, Sheffield, South Yorkshire, S9 4EU

Alternatively, you can complete an HC5(T) form - claim travel charges, and post this together with your travel receipts to the address given in the form. You can make a postal claim up to three months after your appointment has taken place.

- ***Where do I get the forms from***

Claim forms are available to down load via the following link

[http://www.nhs.uk/NHSEngland/Healthcosts/Documents/2012/HC5\(T\)-april-2012.pdf](http://www.nhs.uk/NHSEngland/Healthcosts/Documents/2012/HC5(T)-april-2012.pdf)

Hard (paper) copies of the claim forms are not held or distributed in the Trust. The decision to make paper copies of claim forms available is to be made as part of the service /directorate review of the criteria and the link <http://www.nhs.uk/nhsengland/healthcosts/pages/travelcosts.aspx> should be included within local protocols and guidelines. The responsibility to supply these hard copies sits with the services.

If you wish you can telephone 0845 850 1166 to request a hard (Paper) copy and this will be posted to you