



Oxford University Hospitals  
NHS Foundation Trust

# Healthcare Travel Costs Scheme

**Quick guide for patients**



This advice and guidance is for patients attending the John Radcliffe, West Wing, Churchill and Nuffield Orthopaedic Centre in Oxford or the Horton General Hospital in Banbury.

The Healthcare Travel Costs Scheme (HTCS) is a Department of Health scheme which allows patients on a low income or specific benefits to claim their travel costs to hospital.

**Please note:** travel to **A&E** or **breast screening** appointments is covered only if in relation to ongoing treatment under a consultant.

## Who can claim

Patients are eligible for reimbursement if they are in receipt of one of the following benefits:

- **Income Support** (evidence required, e.g. award letter)
- **Guarantee Pension Credit** (evidence required, e.g. award letter)
- **Jobseeker's Allowance** (income based, evidence required)
- **Income Related Employment & Support Allowance** (evidence required, e.g. award letter)
- **HC2 Certificate** (full help) to cover dates attending hospital appointment
- **HC3 Certificate** (partial help) to cover dates attending hospital appointment
- **Working Tax Credit** (should hold valid NHS Tax Credit Exemption Certificate)
- **Child Tax Credit** (should hold valid NHS Tax Credit Exemption Certificate)
- **Universal Credit** (if you meet the criteria)

These must be dated no earlier than one month back from the date of hospital appointment.

If you are on a low income but not in receipt of any of the above benefits you may be eligible to claim using forms HC1 and HC5. These forms are available from the Cashiers Offices.

## How to claim

On the day you come to hospital, you or your representative can take the following documents to the Cashiers Office.

- ✓ Completed HTCS claim form, obtained from and signed by a member of staff in the clinic, department or ward.
- ✓ Proof of entitlement (as described in the previous section).  
The Cashiers Office will tell you if you need to bring this with you on other occasions.
- ✓ Valid receipts for public transport and/or car parking.

**Payment will only be made if ALL the relevant documents are presented.**

If the Cashiers Office is closed, or you do not wish to wait, then place all the relevant paperwork in the Cashiers' post box.

These will be paid by BACS payment (*please provide your bank details*).

All proof of benefits letters will be returned to you by post.

Claims **must** be made within three months of the date of appointment. **Retrospective payments** claimed by post will be paid by BACS.

**Please send postal claims to:**

Cashiers office, Churchill Hospital, Old Road, Headington, Oxford  
OX3 7LE

## What will be paid

Public transport	This will be calculated on the cheapest form of public transport available, including concessionary and promotional fares.
Private car	This is based on the current rate per mile to and from the patient's home address, plus car parking charges. (Patients cannot claim for penalty notices). Google Maps is used to determine the shortest mileage. The mileage rate paid is published by the Cashiers Office.
Voluntary Car Service (VCS)	Reimbursement for patient travel only (not any additional charge made by the operator). You must provide a receipt from the volunteer driver.
Taxi	As a rule taxi fares will not be refunded, but paid at private car rates as above. Patients will be assessed on an individual basis.

## Escorts

Patients may claim for the travel cost of one escort, if this is considered **medically** necessary. To claim for the cost of an escort the relevant section of the HTCS claim form **must** be completed by a member of the **medical** staff. You will also need to provide a letter from your GP or consultant.

### Escort mileage

Mileage is calculated from the patient's home address to the relevant hospital, and the return journey.

Train and / or bus fare costs are calculated from the patient's home address.

**CANCELLED APPOINTMENTS ARE NOT COVERED BY THE HTCS.**

## **Fraud**

Fraud is unacceptable in the NHS and the Trust has in place a robust mechanism for checking claims.

If fraud is suspected, it will be reported to our local Counter Fraud Specialist.

## **Appeals and Complaints**

If you are unhappy with a decision to refuse payment, or with the amount you have been reimbursed, please write to:

The Head Cashier

### **Finance Department**

Oxford University Hospitals NHS Foundation Trust

First Floor – Unipart House

Garsington Road

Oxford OX4 2PG

## **Cashiers Offices**

### **John Radcliffe Hospital**

Level 3 main hospital

Tel: 01865 221 602

Open: Monday to Friday 9.00am - 5.00pm

Closed: 1.00pm - 1.30pm

### **Horton General Hospital**

Tel: 01295 229 044

Open: Monday and Wednesday 9.00am - 3.00pm

### **Churchill Hospital**

East entrance

Tel: 01865 225 023

Open: Monday to Friday 9.45am - 2.45pm

### **Nuffield Orthopaedic Centre**

Tel: 01865 738 143

Open: Monday to Friday 10.00am - 3.00pm

Email: [cashiers.office@oxnet.nhs.uk](mailto:cashiers.office@oxnet.nhs.uk)

Healthcare Travel Costs Scheme Policy and Guidance is available on the Department of Health website: [www.dh.gov.uk](http://www.dh.gov.uk)

## Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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Oxford University Hospitals NHS Foundation Trust  
[www.ouh.nhs.uk/information](http://www.ouh.nhs.uk/information)



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