

Core Services

Help with Travel and Car Parking Costs

Hospital free parking concession scheme:

University Hospital offers free parking to the following patients who have to visit the hospital several times a week or month for ongoing treatment.

Who is eligible?

- Oncology (cancer) patients having ongoing treatment
- Renal dialysis patients
- Parents staying overnight with sick children
- Those collecting paper work relating to a bereavement

How do I apply?

Before you pay for your parking, contact the Ward or Department which is caring for you and ask for the Sister or Ward Manager who will be able to confirm your eligibility.

In the case of dialysis patients you will be asked to key in your registration into an iPad while those who stay overnight for sick children will be given a form to take to the Security Office in the main entrance of University Hospital.

If you are on a low income you may be eligible for help with travel costs and / or car parking



Patient Information

The Hospital Trust offers two schemes which help meet the cost of travel and car parking charges for those patients who are on low income.

1. The Healthcare Travel Costs Scheme

Who is eligible?

This scheme reimburses travel costs, including car parking charges and bus fares to patients on the following benefits:

- Income Support
- Income based Job Seekers Allowance
- Income related Employment and Support Allowance
- Pension Credit Guarantee Credit
- You are awarded Universal Credit
- You are named on, or entitled to (use your award notice as evidence), a NHS tax credit exemption certificate
- You have a low income and are named on certificate HC2 (full help) or HC3 (limited help). To apply for this certificate, you should complete form HC1 available from your local hospital, Jobcentre Plus offices, or from DH publications order line Telephone 0300 123 1002

How can I claim?

Remember to **keep your travel and parking receipts and your appointment letter**. To get a refund you must take these to the General Office located on the ground floor of the University Hospital (close to the main entrance), along with proof that you are receiving benefit (for example, your benefit award letter). You can also claim help with travel costs up to 3 months after the date of travel.

Outside of General Office opening hours you can claim by post if you complete the form HC5 (T). The forms are available from the General Office.

Blue Badge Holders

HM Government have decided that from 01/5/21 those patients who hold Blue Badges are entitled to free parking. Those affected should

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attend the Security Department with their badge to be registered for free parking

Frequent Attenders

The government have also decided that patient who attend hospital frequently for Outpatient appointments can be reimbursed for their parking expenses. The definition is 'Parking will be provided free to all outpatients who attend hospital for an appointment with a clinician at least 3 times within a month and for an overall period of at least 3 months. A 'month' is defined as a period of 30 days.'

The eligible appointments do not include - Blood tests - Radiology tests - Hearing tests - Medical device fittings - Endoscopy appointments - Physiotherapy appointments - Maternity scans.

UHCW have a system for paying the car parking costs for eligible frequent attenders. Detailed guidance is available via the UHCW website as below, in the 'Travel By Car' section:-

<https://www.uhcw.nhs.uk/contact-us/university-hospital/>

2. The NHS low income scheme

Patients who don't automatically qualify for the NHS Hospital Travel Cost Scheme, but still find it hard to afford travel and parking costs, may be entitled to claim back some, or all, of their travel expenses under the NHS Low Income Scheme.

You can claim if you are on a low income and:

- You are in residential care and have capital of £23,250 or less
- You have capital of £16,000 or less.

(Capital is any money you may hold in savings and investments, but doesn't include your home.)

How can I claim?

You can read more about the NHS Low Income Scheme in a leaflet called HC11. To apply for help under the scheme you need to complete form HC1 available from the hospital, local Jobcentre Plus or Social

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Security office, or by calling 0845 850 1166 or visiting www.nhsbsa.nhs.uk/1125.aspx.

If you are eligible, the Department of Health will then send you a certificate setting out your entitlement. When you come for your appointment, keep your car parking receipt and take it along with your certificate to the General Office on the ground floor of the University Hospital and you will be reimbursed accordingly.

Help for visitors

If your doctor considers it medically necessary that someone goes with you to your hospital appointment, you can claim back their travel expenses under the Hospital Travel Costs Scheme.

To apply, contact your local Jobcentre Plus or Social Security office, or visit www.dwp.gov.uk

For any further information please contact the general office on 024 7696 6040.

The Trust has access to interpreting and translation services. If you need this information in another language or format please ask and we will do our best to meet your needs.

The Trust operates a smoke free policy.

To give feedback on this leaflet please email feedback@uhcw.nhs.uk

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