Part of the Good Neighbours Network	**Alton Community Care Registered Charity No. 275617**

CLIENT INFORMATION – TRANSPORT TO MEDICAL APPOINTMENTS

Alton Community Care makes no charge for our transport service. However if you would like to make a donation it will help towards meeting our costs. It is recognised that some people are unable to do this, and the absence of a donation is quite understood. If you wish to make a donation the suggested amounts are as follows:

Local drives £5.00 to include destinations in Alton, Beech, Bentley, Chawton, East Tisted, Farringdon, Holybourne, Kingsley, Newton Valence, Shalden, Selborne,

Destination	**£**	**Destination**	**£**
Aldershot	£18	Liphook and Liss	£13
Alresford and Ropley	£12	London (all destinations within M25)	£52
Andover	£28	Medstead and Four Marks	£9
Ascot	£28	Odiham	£10
Basingstoke	£18	Oxford	£65
Bordon and Whitehill	£10	Petersfield	£13
Chertsey	£40	Portsmouth	£28
Farnborough and Fleet	£18	Reading	£30
Farnham	£14	Salisbury	£50
Frimley	£23	Southampton	£28
Guildford	£23	Winchester	£23

Plus where applicable, congestion charge, ULEZ and tolls.

When two journeys are required, one to drop off and one to collect later in the day, a donation of half as much again is suggested. For example Basingstoke would be £27.

OUR DRIVERS DO NOT ACCEPT TIPS.

See overleaf for help with travel costs and other information.

Help with Travel Costs

You may be able to reclaim some or all your travel costs to hospital if you or your partner are receiving certain welfare benefits. Full details are in NHS leaflet HC11 Help with Health Costs, which is available at surgeries, hospitals and DWP offices. You can also apply online at:
https://www.gov.uk/help-nhs-costs

Alternatively, you can usually reclaim your travel costs at the hospital cashier's office on the day of the appointment if you have the following:

- Your appointment letter.
- A document showing your entitlement to welfare benefits.
- A receipt for your travel costs (ask your driver for this).

You can also claim by post using NHS form HC5, which is available from hospitals and DWP offices and can be downloaded at:
https://www.nhsbsa.nhs.uk/nhs-low-income-scheme/apply-refund

Cancer Treatment

Some medical conditions entitle you to free hospital transport, e.g. chemotherapy and radiotherapy. Ask your GP if you qualify. For an extended course of treatment, such as radiotherapy which may last several weeks, we invite a donation for the first appointment only

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Please tell us if you have any special needs, use a walking frame or wheelchair, or have a friend or carer to accompany you.

Ask us if you would like a large print version of this leaflet

www.altoncare.org.uk

To call us to book a drive, telephone

01420 541520

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