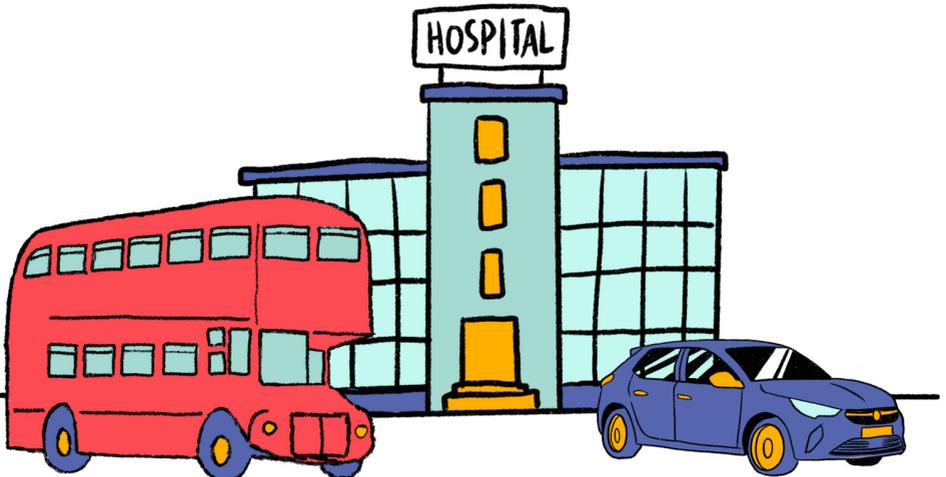


Travelling to your hospital appointments for planned orthopaedic care

Information for patients



This information is for patients living in Barnet, Camden, Enfield, Haringey and Islington who may need planned, hospital-based, orthopaedic care or surgery including hip and knee replacements; and other surgery of hips, knees, shoulders, elbows, feet, ankles and hands

This leaflet should be read in conjunction with ‘Planned Orthopaedic Care in north central London – Your Choices’

It is provided in addition to information provided by local hospitals, the NHS and Transport for London.

How you will travel to your appointments for planned orthopaedic care is an important consideration when thinking about your choice of hospital for outpatient appointments and any potential surgery.

This leaflet brings together key information about travelling to the different hospitals.

Travel options

Wherever possible, patients are asked make their own way to and from hospital appointments, using public or private transport, walking, or other modes of travel.

Transport for London’s Travel Planner <https://tfl.gov.uk> provides recommended travel routes, from wherever you are starting your journey, to each of our hospital sites.

Each hospital’s website contains more information. An overview is shown below.

- Please note that these are the closest transport options. Not all bus routes stop directly outside hospitals – some stop nearby with a further walk or transport change.
- Not all stations are accessible – please check <https://tfl.gov.uk> for detailed information.

	Underground	Overground	Bus routes travelling to or near to hospitals	Parking
Barnet Hospital	High Barnet (30 min walk or 10 min bus ride)	New Barnet (10 min bus ride)	263, 384, 307 stop at Barnet Hospital. 107 stop in Queen's Road	There is a paid-for car park at this hospital
Chase Farm Hospital	Oakwood (various bus routes or 10 min taxi ride)	Gordon Hill (approx 15 min walk or 6 min bus ride)	W8, W9 stop outside the main entrance. 313 stops nearby	There is a paid-for car park at this hospital
Royal Free Hospital	Belsize Park station (approx 7 min walk)	Hampsted Heath (approx 2 min walk)	24, 46, 168, 268 and C11	There is a paid-for car park at this hospital
North Middlesex University Hospital	(Seven Sisters connects to mainline to Silver Street)	Silver Street (10 min walk)	34, 102, 149, 144a, 259, 279, 318, 444, 491, N279, W6	There is a paid-for car park at this hospital
University College Hospital, Grafton Way Building	Warren Street, Euston Square	Euston	Due to ongoing works, bus routes are subject to change	There is no car park at this hospital, other than for Blue Badge holders
The Whittington Hospital	Archway	Upper Holloway	C11, W5, 4, 17, 41, 43, 134, 143, 210, 263, 271, 390	There is no car park at this hospital, other than for Blue Badge holders

Support for those who cannot travel independently, for medical reasons

If your medical condition affects your ability to travel independently (including with the help of friends, relatives or carers) the NHS offers transport services that you may be able to use.

Access to patient transport is based on medical need and the Department of Health and Social Care's (DHSC) eligibility guidance is followed.

The DHSC eligibility criteria restrict transport to patients whose clinical condition means that travelling by any other means would be detrimental to their recovery or existing condition, such as (but not limited) to:

- patients who need to be transported on a stretcher
- some wheelchair patients
- some patients receiving oxygen
- patients who require paramedic services
- patients who need the support of patient transport staff during the journey

The DHSC sets the criteria for access to this service nationally. Patient transport is not offered to patients who cannot use public or private transport for financial reasons, however other help may be available for this (see page 6).



How do I know if I can use the patient transport service?

The patient transport assessment centre will guide you through the process of booking transport. They will ask a number of questions to see whether you meet the national criteria.

The confidential assessment lasts approximately seven minutes. Before you call, please make sure you have the following information available:

- NHS number
- date of appointment
- time of appointment
- location of appointment (including clinic name/number)

How do I book patient transport?

Contact the service at the hospital you are visiting:

Barnet Hospital, Chase Farm Hospital, Royal Free Hospital, North Middlesex University Hospital, Whittington Hospital:

Call 0333 240 4909

(Monday to Friday, 8am-5pm except bank holidays)

UCH:

Call 020 3456 7010

(Monday to Friday 9am-5pm except bank holidays)

For more information visit the website of the hospital you are visiting.

Financial support for travel costs

You may be able to get reimbursed for travel costs through the healthcare travel costs scheme (HTCS). This funding can also be issued in advance, either per journey or in a block sum, depending on the frequency of travel.

You can find more information by visiting: www.nhs.uk/using-the-nhs/help-with-health-costs/healthcare-travel-costs-scheme-htcs or visiting the cashier's office at the hospital you are visiting for your appointment.

You are entitled to claim travel expenses if you are in receipt of: Income Support, Pension Guaranteed Credit, Income Based Job Seekers Allowance, Income Based Employment and Support Allowance, NHS Working Tax Credit Exemption Certificate, NHS Child Tax Credit Exemption Certificate, Certificate for Low Income – HC2 or HC3, Universal Credit Patients must ensure that the exemption certificate is "in date" for the appointment date/s which are being claimed. (dated within a 12-month period of the appointment).

To claim travelling expenses you must take the following documents to the cashiers office: Attendance slip, this must be collected from the ward/clinic reception area; proof of entitlement; proof of travel costs e.g. travel tickets

Cashiers offices are open at the following times:

Barnet Hospital, level 3

Open Monday to Friday, 10am-12.30pm and 1-2.45pm

Chase Farm Hospital, ground floor

Open Monday to Friday, 9am-12 midday and 12.30-4.15pm

Royal Free Hospital, lower ground floor

Open Monday to Friday, 9.30am-4.50pm

University College Hospital (UCH), ground floor

Open Monday to Friday, 9am-1pm and 2pm-4.30pm

The Whittington Hospital, first floor

Other sources of help and information

Transport for London offer assistance during journeys.

Visit: www.tfl.gov.uk.

If you need assistance for your journey, please contact the TfL customer services team by phone on 0343 222 1234 or email: overgroundinfo@tfl.gov.uk giving, where possible, at least 24 hours' notice, especially when your journey continues beyond London Overground.

For customers who are deaf or hard of hearing, booking assistance is possible by Mincom text phone on 020 3031 9331.

You can also read TfL's 'Making rail accessible' booklet here: <http://content.tfl.gov.uk/uploads/forms/making-rail-accessible-large-print.pdf>

Dial a Ride: Email dar.reservations@tfl.gov.uk or call 0343 222 7777

Healthwatch has put together a handy guide for patients with referrals to local groups who may be able to offer help: www.healthwatch.co.uk/advice-and-information/2019-09-26/do-you-need-help-travelling-nhs-services

Patient transport during the Covid 19 Pandemic

During the Covid-19 pandemic, standard patient transport arrangements have been superseded by new national guidance.

The aim of the NHS in North Central London is to ensure safe and fast discharge from hospital, and provide patient transport to and from ongoing care appointments. We have adopted the nationally agreed priority groups of patients for commissioned patient transport services.

Volunteers may be suitable for some transportation tasks. For these tasks please use the GoodSAM app www.goodsamapp.org/NHSreferral or for self-referral, call 0808 196 3646.

If you would like this information in a language other than English, please visit:

Αν θέλετε αυτές τις πληροφορίες σε γλώσσα διαφορετική από την αγγλική, παρακαλώ επισκεφθείτε:

Bu bilgileri İngilizce'den başka bir dilde istiyorsanız lütfen şu sayfayı ziyaret edin:

اگر می‌خواهید این اطلاعات را با زبان دیگری به غیر از انگلیسی مطالعه نمایید، از این وبسایت بازدید کنید،

Si vous souhaitez lire ces informations dans une autre langue que l'anglais, veuillez consulter:

જો તમે આ માહિતી અંગ્રેજી સિવાયની ભાષામાં ઇચ્છો, તો કૃપા કરીને મુલાકાત લો:

www.northlondonpartners.org.uk/orthopaedic-patient-choice

About North Central London Elective Orthopaedic Network

North Central London Elective Orthopaedic Network offers excellence in orthopaedic care, research and education.

It is provided by North Middlesex University Hospital NHS Trust , Royal Free London NHS Foundation Trust, Royal National Orthopaedic Hospital, University College London Hospitals NHS Foundation Trust and Whittington Health NHS Trust.

For more information go to:

www.northlondonpartners.org.uk/ncl-elective-orthopaedic-network

Patient choice information courtesy of NHS England: Choice in elective care services: **www.england.nhs.uk/patient-choice/elective-care/**