

Getting to & from hospital

As a patient, you need to make your own travel arrangements to and from hospital, unless your clinical condition means you need an ambulance.

The best starting place is the Single Point of Contact (SPoC) in Barnstaple, which holds comprehensive local transport information. Tel: 01271 314332.

Options include buses, taxis, trains and volunteer cars (subject to availability and a charge per mile).

SPoC can also arrange ambulance transport if you need help from a trained crew.

If you are on certain benefits, you can reclaim some travel costs through the Hospital Travel Costs Scheme (HCTS). Details are set out in the leaflet HC11.

Please contact our Patient Advice and Liaison Service (PALS) on 01271 341555 for more information or a copy of the leaflet. HC11 is also available from the Trust website: www.northdevonhealth.nhs.uk

If you need to reclaim travel costs, this can be done on the day at the hospital general office. Please bring your benefit book or other suitable evidence, along with your travel receipts.

Claims can also be made later, using form HC5, available from the hospital.