

27.Travel and Parking

Due to the COVID-19 pandemic the car parking is currently FREE at the North Devon Healthcare Trusts car parks. As this may change please visit the Northern Devon Healthcare Trust website for guidance.

Most of the treatments for cancer require frequent and/or prolonged visits to the hospital or treatment centre. Some people (especially the elderly) may not have readily available access to transport and may find it difficult getting to and from the hospital at all, let alone at the time their treatment has been allocated (early morning start times and late finishes). The cost of so many hospital visits – petrol, parking fees, public transport fares etc can be a considerable worry and financial burden. Hospital parking can be a cause of stress in itself. Many hospitals don't have enough parking spaces for the amount of people using them. Having to worry about whether they will be able to park can be a stress that most people could do without at an already distressing time.

How can I manage my problems with transport and parking?

- Some patients are eligible for hospital transport, for example if they have mobility problems. Find out from the patient transport service if you are eligible (see contact details below).
- Some of the stress associated with transport and parking can be avoided with some planning. It may be beneficial to leave half an hour earlier than usual so you can be sure you will still be in time for your appointment if you have trouble on route or parking the car. Using public transport, such as a bus or taxi, will avoid parking problems.
- The Healthcare Travel Costs Scheme (HTCS) is for patients who have been referred to hospital or other NHS premises for specialist NHS treatment or diagnostic tests by a doctor, dentist or another primary care health professional, you may be able to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme (HTCS).
- **To qualify** for help with travel costs under the HTCS, you must meet **3 conditions**:
 - At the time of your appointment, you or your partner (including civil partners) must receive one of the qualifying benefits or allowances listed on this page, or meet the eligibility criteria for the [NHS Low Income Scheme](#).
 - You must have a [referral](#) from a healthcare professional to a specialist or a hospital for further NHS treatment or tests (often referred to as secondary care).
 - Your appointment must be on a separate visit to when the referral was made. This applies whether your treatment is provided at a different location (hospital or clinic) or on the same premises as where the GP or another health professional issued the referral.
- If you are awarded the higher rate of the Mobility component of the Disability Living Allowance (DLA), get Personal Independence Payment (PIP) or you scored 8 points or more in the 'moving around' activity you will have an automatic entitlement to a Blue Badge parking concession and, if you use a car or one is used for you, to exemption from road tax.

27.Travel and Parking

- If you have a disability caused by your cancer or its treatment, you may be able to get help with bus and train concessions too. Disabled Person's Railcard helpline: **0345 6050 525** Email: railcardhelp@nationalrail.co.uk Contact your local council for a Concessionary Travel - Bus Pass.
- If you are on a low income you may be entitled to help with NHS costs, including travel for hospital treatment. You can get information about these benefits from the Benefit Enquiry Line **0800 802 2000 all calls are FREE from a UK landline and from most mobiles but please check with network provider** or the Department for Work and Pensions Barnstaple website at www.dwp.gov.uk

Living With and Beyond Cancer Information Sheet

27. Travel and Parking

- Resources/Information

Local Resources:

<p>Cancer Care Car Go North Devon Booking line : 01271 328866 Open 9.30am-12.30pm Monday and Friday (excl BHols) Website: www.gonorthdevon.co.uk</p>	<p>This is a door to door car service for patients needing to travel to North Devon District Hospital for oncology related appointments or other cancer related appointments at local hospitals. There is a nominal fee of £3 for a single or return journey.</p>
<p>Traveline —bus services</p>	<p>For bus and train routes, connections and times contact Traveline on 0871 200 2233 (calls cost 12p per minute from landlines) or visit www.travelinesw.com</p>
<p>Age Concern— Barnstaple North Devon 1 Litchdon Street Barnstaple EX32 8ND Tel:01271 324488 Website: www.ageconcernbarnstaple.org.uk</p>	<p>Apart from volunteer drivers (45p per mile) Age Concern offers lots of other help and support for people over 60 including carers support. The office is open Monday– Thursday 9.30am-1.00pm and 2.00pm-4.00pm Friday 9.30-1.00pm</p>
<p>Holsworthy Pick-me-up Door-to-door driving service Tel: 01404 259001</p>	<p>Community based transport service charity providing flexible affordable transport services in and around Holsworthy. Need 48hrs notice, 45p per mile plus £2 admin fee. You must be able access a car unaided but the driver can assist with a wheelchair.</p>

National Resources:

<p>Macmillan Cancer Support Line www.macmillan.org.uk Call 0808 808 00 00 — Open 7 days a week 8am—8pm</p>	<p>Calls are free of charge from all consumer landlines and mobile phones plus all mobile networks. Please note that calls to this number are not free when made from outside the UK. If you are calling from outside of the UK call on +44 207 091 2230</p>
<p>Macmillan on-line Community</p>	<p>Online support— to share experiences or vent your emotions find others who understand—join today!</p>
<p>Marie Curie Support Line — Living with a terminal illness and looking for support www.mariecurie.org.uk/help/support/marie-curie-support</p>	<p>Calls are free of charge from all consumer landlines and mobile phones plus all mobile networks. The Support Line is open 8am – 6pm Monday to Friday and 11am – 5pm Saturday</p>

Other Resources :

<p>Macmillan Booklets:</p>	