

Dear

Freedom of information – dialysis transport

I write in response to your request for information in relation to dialysis transport in NHS Lothian.

Question:

1. Does your health board currently provide transport for patients to and from in-centre dialysis? If yes:
 - a. Please list each mode of transport you provide.

Answer:

Yes, we provide private taxi and ambulance transport for patients.

Question:

- b. Please list which modes of transport in 1a are needs assessed. (Definition of needs assessed = a patient's medical, physical, and social circumstances are assessed to determine their eligibility for transport to and from in-centre dialysis)

Answer:

A Patient Needs Assessment (PNA) is carried out for patients who may require transport to and or from their dialysis session by taxi.

Question:

- c. Please provide a link to, or outline of, the needs assessment criteria and policy for each mode of transport identified in 1b.

Answer:

The Patient Needs Assessment document is enclosed with this response.

The department follows NHS Lothian's Taxi Policy, which is also enclosed

Question:

- d. Please list which modes of transport in 1a are means tested? (Definition of means tested = a patient qualifies for transport to and from in-centre dialysis due to financial hardship or low income and may be in receipt of government benefits)

Question:

Neither ambulance transport nor taxi transport arranged by the service are means tested. Eligibility is determined by clinical need, mobility requirements and the outcome of the Patient Needs Assessment.

However, patients who do not qualify for transport may be eligible for reimbursement of travel expenses through NHS Lothian's Patient Travelling Expenses Scheme which is subject to qualifying benefits and low-income criteria. The policy is enclosed with this response.

Question:

e. Please provide a link to, or outline of, the means tested criteria and policy for each mode of transport identified in 1d.

Answer:

The criteria for reimbursement of travel expenses are included in the NHS Lothian Patient Travelling Expenses Scheme enclosed.

Question:

f. Are any of the modes of transport listed in 1a restricted to certain days and/or to certain times of day that a patient can use them travel to and from in-centre dialysis?

Answer:

Ambulance provision is limited to Monday to Friday morning and afternoon slots. There are no restrictions on taxi transport for those that meet the relevant criteria.

Question:

2. Does your health board currently reimburse kidney patients who travel by public transport to and from in-centre dialysis?

a. If yes, are patients reimbursed in full for their travel by public transport? If no: Please outline the rates utilised to reimburse patients who use public transport.

Answer:

NHS Lothian may reimburse travel costs incurred by patients travelling by public transport under the Patient Travelling Expenses Scheme where they meet the eligibility criteria set out in the scheme. Reimbursement is based on actual travel costs incurred and supported by valid tickets.

Question:

b. Are all patients who travel by public transport to and from in-centre dialysis reimbursed for their travel, or is this means tested? (Definition of means tested = a patient qualifies for transport to and from in-centre dialysis due to financial hardship or low income and may be in receipt of government benefits)

Answer:

This is means tested according to the Patient Travelling Expenses Scheme, policy enclosed.

Question:

If means tested:

Please provide a link to, or outline of, the means tested criteria and policy for travel by public transport to and from in-centre dialysis.

Answer:

NHS Lothian's Patient Travelling Expenses Scheme policy is enclosed.

Question:

3. Does your health board currently reimburse kidney patients who travel by private taxi to and from in-centre dialysis? (Definition of private taxi = a taxi organised by the patient and not agreed and arranged by the hospital/ dialysis unit). If Yes:

a. If yes, are patients reimbursed in full for their travel by private taxi?

If no: Please outline the rates utilised to reimburse patients who use private taxis.

b. Are all patients who travel by private taxi to and from in-centre dialysis reimbursed for their travel, or is this means tested? (Definition of means tested = a patient qualifies for transport to and from in-centre dialysis due to financial hardship or low income and may be in receipt of government benefits)

If means tested:

Please provide a link to, or outline of, the means tested criteria and policy for travel by private taxi and from in-centre dialysis.

Answer:

No, patients who require taxi transport due to clinical need will have this directly arranged by the service following assessment. In exceptional circumstances, reimbursement may be considered through NHS Lothian's Patient Travelling Expenses Scheme

Question:

4. Does your health board currently reimburse the cost of fuel for kidney patients who travel by private car to and from in-centre dialysis? (Definition of private car = travel in their own vehicle, or a family member's or friend's car to and from in-centre dialysis)

If yes:

a. Are patients reimbursed in full for their fuel costs when they travel by private car to and from in-centre dialysis?

If no: Please outline the rates at which their fuel costs are reimbursed.
b. Are all patients who travel by private car to and from in-centre dialysis reimbursed for their fuel costs, or is this means tested? (Definition of means tested = a patient qualifies for transport to and from in-centre dialysis due to financial hardship or low income and may be in receipt of government benefits)

If means tested:

Please provide a link to, or outline of, the means tested criteria and policy for travel by private car to and from in-centre dialysis.

Answer:

NHS Lothian may reimburse travel costs incurred by patients travelling by private car under the Patient Travelling Expenses Scheme where they meet the eligibility criteria set out in the scheme. This is based on specified mileage rates within the policy.

Question:

5. Do you have any other comments about the dialysis transport services your health board provides? - for e.g. whether there is a review of renal transport services planned soon in your health board or of this is ongoing, or if you have specific issues and concerns about the service.

Answer:

The service is currently undertaking a comprehensive review of dialysis patient transport provision which will lead to a revised patient needs assessment process that is evidence based, transparent, aligned with current service requirements and supports patients who need assistance attending dialysis.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at <https://www.foi.scot/appeal>. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the reviewer at the address at the top of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI>

Yours sincerely

alison macdonald
Executive Director of Nursing Midwifery and AHPs
Cc: Chief Executive
Enc.

Title:

NHS Lothian Taxi Policy

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Nov 2021	Flow Centre Service Manager, Outpatients & Associated Services	v2.0	Approved by Policy Approval Group
Jan - Feb 2023	Flow Centre Service Manager, Outpatients & Associated Services	v2.1-3	Under review
March 2023	Flow Centre Service Manager, Outpatients & Associated Services	v2.4-7	Amendments as requested by Policy Approval Group
April 2023	Flow Centre Service Manager, Outpatients & Associated Services	v3.0	Approved by the Policy Approval Group

Executive Summary

NHS Lothian incurs significant costs from the use of taxis and there are several alternative transport options available which should be explored before booking a taxi. The Flow Centre is accountable for all bookings and for providing regular updates to ward areas regarding costs.

When the need for transport arises, all efforts should be made to utilise the Board's internal transport options in the first instance (a list of times and routine journeys covered by the various internal transport options is included in this policy).

Only in exceptional circumstances should taxis be used, and where all other means of transport are not possible. Staff will be required to justify the reason for booking a taxi.

Taxis may be required to facilitate the urgent discharge/transfer of patients, or to assist in the rapid transport of case notes/x-rays, specimens, staff, goods, or equipment as and when required. However, case notes, specimens, bloods, drugs etc. should not be moved routinely by taxi. Taxis should only be used to transport specimens etc. when the need is urgent as defined by the criteria detailed in this policy), and the timing is outside the scope of the Board's daily internal transport runs. In all other circumstances the Board's internal van service must be used.

It will continue to be reviewed informally on an annual basis and formally every three years.

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1.0 Purpose

The purpose of this policy is to minimise expenditure on taxis and to clarify the process for booking of all taxis by NHS Lothian, which includes a specific process of prioritisation to identify alternative transport options, with taxis being the “last resort” solution.

2.0 Policy statement

NHS Lothian is committed to providing a quality healthcare service and achieving best value in the use of resources.

NHS Lothian seeks to reduce reliance on taxis, ensuring the efficient and effective use of internal resources, and minimising costs to the Board by the appropriate use of taxis, and avoidance of misuse.

This document details the criteria for the acceptable use of taxis for business, the relevant authorisation process, booking conditions, and alternative transport options.

This policy should be read in conjunction with the [Taxi Booking Procedure](#), the [Transport Guidance as used by NHS Lothian Flow Centre](#), the [NHS Lothian Staff Travel Plan](#) (Intranet link), and the [NHS Lothian Patients’ Travelling Expenses Scheme](#).

3.0 Scope

This policy applies to all NHS Lothian staff associated with, or involved in, the process to request, order or authorise the use of taxis to be charged to NHS Lothian.

4.0 Definitions

Taxi: Use of private contract vehicle for the transportation of patients, staff, equipment, records or other items.

5.0 Implementation roles and responsibilities

The following arrangements have been adopted to ensure that all aspects of this policy are complied with.

5.1 Flow Centre

The Flow Centre has responsibility for ensuring the service operates in line with this policy. This will include:

- Utilising alternative transport options where available

- Ensuring that all relevant booking information is received and recorded on the system from the requesting ward or department
- Providing reports to operational departments regarding their taxi use

5.2 Use of Taxis

NHS Lothian incurs significant costs using taxis and there are several alternative transport options available which should be explored before booking a taxi.

When the need for transport arises, all efforts should be made to utilise the Board's internal transport options in the first instance. A list of times and routine journeys covered by the various internal transport options is contained in the [Transport Guidance as used by NHS Lothian Transport Hub](#) and referred to by the Flow Centre staff.

Only in exceptional circumstances should taxis be used, and where all other means of transport are not possible. Staff will be required to justify the reason for booking a taxi.

Taxis may be required to facilitate the urgent discharge or transfer of patients, or to assist in the rapid transport of case notes, x-rays, specimens, staff, goods, or equipment, as and when required. However, case notes, specimens, bloods, and drugs should not routinely be moved by taxi. Taxis should only be used to transport these items when the need is urgent, as defined by the criteria detailed below, and the timing is outside the scope of the Board's daily internal transport runs. In all other circumstances the Board's internal van service must be used.

Prior to ordering transport staff are expected to consider if;

- The journey is essential
- A taxi can be shared if it is going to the same location
- There is an alternative means of transport that can be used – e.g., internal transport, courier, public transport
- The item be safely posted

Specifically, for transport of patients, subject to specific health needs as detailed by clinical assessment, a taxi may only be requested after all alternative forms of transport have been considered. The order in which these should be explored is outlined below:

- Patient's own transport or relatives. (This is always the preferred option)
- Appropriate public transport options.
- Alternative transport options, such as pool cars, volunteer drivers, and NHS Lothian lease cars. Social or financial reasons are not appropriate justification for a taxi request for transport of a patient. If the patient has difficulty in meeting the cost of transport to/from hospital, there are established procedures, whereby the costs of travel may be recovered by patients on low incomes from NHS Lothian. The reimbursement of patient travel is governed by Scottish Government Health Department Guidance NHS MEL (1996)70 – Patient's Travel Expenses Scheme (with subsequent amendments) and NHS Lothian Financial Operating Procedures (Patient's Travel Expenses Scheme).

5.3 Taxis for Patient Transport - Permitted Use

There can be an expectation from patients who have received treatment that transport home will be provided by the Board. If the medical condition of a patient does not require them to be transported by the Ambulance Service, then the Board is not always under an obligation to provide this. Wherever possible, patients should be advised to plan for a relative or friend to collect them, or to use public transport. Taxis for patients who have been discharged will only be booked in exceptional circumstances, and this must be arranged by the Flow Centre, which will assess the requests against operational guidelines.

In the case of planned discharges from the hospital, every effort should be made by the ward staff to arrange for any transportation requirements to be undertaken by a relative or friend of the patient. If, where there is a clinical or mobility need, a patient requires transport to/from hospital then the Flow Centre should be the first point of contact.

Taxis for patients are only permitted under the following circumstances, and where no other appropriate alternative transport is available:

5.3.1 Inter-site

Only when no other means of transport are available through the Flow Centre should a taxi be booked to transfer a patient between NHS Lothian sites.

There are no exceptions to this.

5.3.2 Outpatient Appointment

Only under exceptional circumstances should a taxi be booked to transport a patient to an outpatient appointment.

We may book a taxi to transport patients to the Golden Jubilee and/or other providers for an appointment where they have no other means of transport available.

5.3.3 Home/Discharge

Only patients with a clinical or mobility need qualify to be transported home. Only in exceptional circumstances should a taxi be used to transport a patient home who does not meet these criteria.

Taxis should not be booked for planned discharges; alternative transport should be pre-arranged as part of the discharge planning process.

However, when acute sites are in crisis, and need to create flow by supporting timely discharges off site, requests can be made for patient discharge using taxis. This request must be made by Senior Management on site to a member of the Flow Centre Management Team.

The exception to this is the Emergency Department, RIE where an agreement exists for staff to book a patient taxi without challenge.

5.3.4 Home to Hospital site

Only under exceptional circumstances should a taxi be booked to transport a patient into a hospital site from their home address.

A taxi may be booked to transfer palliative care patients to a hospice where this is urgent, and no other means of transport are available.

5.3.5 Out of hours

Only in exceptional circumstances should a taxi be booked to transport patients from their home address to an out of hours GP appointment.

A taxi can be provided if further investigations are required that require them to be transferred to another site.

5.3.6 Out of Area

Patients should only be transported by taxi out of area when repatriated from NHS Lothian to another health board area, and when alternative Flow Centre transport is not available.

5.3.7 Renal

A patient needs assessment should be completed to determine transport requirements and a taxi should only be booked for patients who are unable to use their own transport or take public transport due to mobility issues and who have no support to assist with transportation.

5.4 Taxis for Staff Transport – Permitted Use

The Staff Travel Plan provides guidance to all staff-on-staff business travel. This guidance should be applied whether ordering a taxi through the Flow Centre, or where staff incur the costs of travelling by taxi with the intention of reclaiming the cost through eExpenses.

Staff travel to and from their home (or any other place the employee attends for personal reasons, such as the home of a friend or relative) to a permanent place of work is regarded as “substantially ordinary commuting” and therefore a private journey.

Taxi transport for staff is only permitted in the following non-routine situations:

5.4.1 On Call (from home address)

A taxi should only be booked to transport a staff member from their home address to the work location to complete an on-call shift if they have no other means of transport available (the taxi company does not provide an emergency on-call service).

5.4.2 Inter-site for Cover

In the event of staff members being moved site to provide cover, the use of taxis will only be permitted to take staff members to and from their original place of work. Staff should consider sharing a taxi between sites.

5.4.3 Inter-site for Meetings

Under no circumstances should staff book taxis through the Flow Centre to transport them between sites for business meetings. Taxis should be booked and paid for by the staff member and claimed back through eExpenses.

5.4.4 To/From Work

Only under exceptional circumstances should a taxi be booked for staff to be transported home from their place of work.

Where a staff member becomes ill whilst on shift and there are no other means of safely getting home, agreement with senior site management must be sought in the first instance and then contact made with the Flow Centre Management Team to authorise.

Under no circumstances should a taxi be booked to transport a member of staff to their usual place of work.

Staff undertaking additional duties (e.g. overtime) outside of normal working hours are not entitled to taxi transport.

5.4.5 Taxis for Personal Use

Where a member of staff is found to have used the taxi service for personal benefit without appropriate authorisation, the employee's line manager will be informed, and appropriate action will be considered, in line with appropriate HR advice.

5.5 Taxis for Specimens/Case notes/Medicines etc (Miscellaneous)

The need to transport items is normally avoidable by good planning and co-ordination. When the need for external transport arises, all efforts should be made to utilise the Board's courier service in the first instance. Taxis should only be used to transport items such as case notes, medicines and specimens when the need is urgent or unexpected, and the timing is outside the scope of the Board's daily courier runs. All items must be appropriately packaged and labelled to ensure security and confidentiality when transporting patient identifiable information and samples.

Routine transfers of specimens, case notes, medicines or equipment should be by NHS Lothian vehicles. Where items for the internal NHS Lothian runs have missed the scheduled run, these should **not** be routinely transported via taxi but should wait for the next scheduled run.

A taxi may be used for the transportation of a laboratory specimen in the circumstances outlined in the below, and where timings are not in line with the Board's internal inter-site transportation.

5.5.1 Letters/Mail

Taxis will not be authorised to deliver letters to patients who have accepted a short notice appointment either in person or by telephone. (Courier services may be used).

If it is determined that a patient has an additional need and confirmation documents are essential to the patient attending the appointment and the appointment is within the next 2 days, a taxi can be requested. The additional need as well as the reason the letter is required must be stated on the taxi request. See NHS Lothian Mail Policy.

A taxi may be booked to deliver certain confirmation documents i.e., Colonoscopy/bowel prep letters.

5.5.2 Case Notes

Case notes should only be transported by taxi if there is an urgent clinical need to receive them immediately and alternative transport options have been explored.

5.5.3 Equipment

Equipment should only be transferred by taxi if there is an urgent clinical need, and this should be authorised by Senior Site Management.

5.5.4 Medicines

Detailed guidance on the transport of medicines can be found in the [Safe Use of Medicines Procedures, section 5 'Transport of Medicines'](#).

Every effort should be made to ensure the patient's medicines are ready for supply to the patient on discharge and medicines must only be delivered in exceptional circumstances when the patient and/or the patient representative cannot collect them.

Medicines should only be transported by taxi when blood bikes or alternative hospital transport is unavailable.

A [risk assessment](#) of any potential harm from missed doses prior to the medicines being delivered to the patient should be carried out by the charge nurse with advice from the pharmacy team where required. Patient consent must be obtained for medicine delivery and to provide the patients contact number to the driver in case of any problems arising with the delivery.

Medicines should only be delivered if the patient or carer receiving the medicines is able to accept these at the door and the patient or carer has received clear directions on how to take the medicines.

If medicines are delivered, the patient should be called by nursing staff prior to transport to ensure they will be in to receive the delivery. Patients should be asked to contact a named ward staff member to confirm when the medicines have been received.

Transport of medicines between NHS Lothian hospital sites should be undertaken by hospital transport or blood bikes. A taxi may be used for the urgent transport of medicines between NHS Lothian hospital sites (urgency as determined by Pharmacy) or where a pharmacist is required to deliver the medicine.

5.5.5 Lost property

Under no circumstances should lost property items be returned via taxi. Patients are required to organise collection of their items.

5.5.6 Clinical Sample

Clinical samples should only be transported via taxi when:

- A test/specimen is labile (i.e., where it will degrade over time). Tests in this category are listed at www.edinburghlabmed.co.uk
- To ensure tests are received by the lab in time to allow processing the same day. Details of test "turnaround" times are provided at www.edinburghlabmed.co.uk

- A test is deemed urgent by the clinical team.

5.6 Taxi Waiting Times

Waiting time will be charged by most taxi companies and staff should ensure that booking times are realistic to avoid the Board incurring unnecessary cost.

If a return journey is required, then a second taxi must be booked for the return using the [Taxi Booking Procedure](#).

5.7 Monitoring of Taxi Use

Taxi usage reports will be issued to all General Managers monthly.

It is the responsibility of Site Directors and General Managers to ensure all taxi usage is validated, and to apply scrutiny in their area on the need and use of taxis on an ongoing basis.

Focus should be applied to staff and non-patient usage.

5.8 Staff responsibilities

5.8.1 General Managers

Are responsible for:

- Ensuring this policy is implemented within their operational department
- Ensuring taxi requests raised by the department are reviewed on a regular basis
- Designating members of staff as authorising managers
- Providing a current list of appropriately authorised managers to the Flow Centre

5.8.2 Approved Authorising Managers

Are responsible for:

- Authorising taxi requests in accordance with the criteria set out in this policy
- Reviewing usage reports regarding taxi requests raised by their department
- Ensuring the [Taxi Booking Procedure](#) is followed when requesting a taxi
- Actively encouraging sustainable transport options amongst staff wherever this is possible

5.8.3 All Staff

Are responsible for:

- Familiarising themselves with this policy, and its associated materials, and understanding the implications on their own work practices
- Adhering to this policy, and associated materials, specifically the process for booking a taxi and the criteria for taxi use

6.0 Associated materials

[Taxi Booking Procedure](#), approved by NHS Lothian Outpatient and Associated Services Senior Management Team, Acute Senior Management Team and Corporate Management Team.

[Guidance for transport requirements as used by the NHS Lothian Flow Centre](#), approved by NHS Lothian Outpatient and Associated Services Senior Management Team.

[NHS Lothian Lab Van service Timetables](#), approved by NHS Lothian Transport Manager.

[NHS Lothian Staff Business Travel and Accommodation Plan](#), approved by NHS Lothian Head of Financial Control

[NHS Lothian Patients' Travelling Expenses Scheme](#) (available on the NHS Lothian intranet), approved by NHS Lothian Head of Financial Control

7.0 Evidence base

- [Scottish Government Health Department Guidance NHS MEL \(1996\)70 – Patient's Travel Expenses Scheme](#)
- [NHS Lothian Patient Transport](#)

8.0 Stakeholder consultation

Stakeholders provided comment and feedback on previous policy which have informed the review of this policy.

This policy was circulated to members of the Outpatients and Associated Services Senior Management Team, Acute Senior Management and the Corporate Management Team. This policy was placed on the NHS Lothian Consultation Zone to allow for comment and feedback from all NHS Lothian staff.

9.0 Monitoring and review

This policy will be reviewed, as a minimum, every three years, but may be subject to earlier review in the event of changes to guidance or legislation, or any other factors that may render the policy in need of review.

The use of taxis will be monitored by authorising manager with monthly audit of spend and purpose.

Please affix patient identifier label here



Patient Needs Analysis Transport Questionnaire .

Question 1. Clinical / Cognitive / Sensory.

a) Do you have a medical condition that affects your breathing or triggers chest pain when walking distances?
b) Are you visually impaired?
c) Do you have any sensory/cognitive impairment or other illness making public transport a problem?
Details

Yes	No	If Yes, Go to Q1b	If No, Go to Q1b
Yes	No	If Yes, Transport Req.	If No, Go to Q1c
Yes	No	If Yes, Give details	If No, Go to Q2

Question 2. Mobility Needs.

a) Can you mobilise independently?
b) Are you wheelchair dependent?

Yes	No	If Yes, Go to Q3	If No, Go to Q2b
Yes	No	If Yes, Transport Req.	If No, Go to Q3

Question 3. Motability Car.

a) Do you have a motability car?
b) Does anyone else drive your motability car?
c) Is the other driver physically fit to transport you to dialysis 3 times per week?
d) Is the other driver able to undertake any dialysis journey for you?
Details

Yes	No	If Yes, Go to Q3b	If No, Go to Q4
Yes	No	If Yes, Go to Q3c	If No, No Transport
Yes	No	If Yes, No Transport	If No, Go to 3d
Yes	No	If Yes, Provide Details	If No, Go to Q4

Question 4. Geographical Considerations.

a) Does your journey to dialysis take more than an hour by public transport?
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Yes	No	If Yes, Review	If No, No Transport
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FINANCIAL OPERATING PROCEDURES

PATIENTS' TRAVELLING EXPENSES SCHEME

Unique ID	NHSL	Author(s)	Financial Controller
Category/Level/Type:	1 Procedure	Version	4
Status:	Final	Approved by	Head of Financial Control
Date of Approval	October 2017	Review date	October 2019
Date added to internet	October 2017	Comments	
Key words	Financial Operating Procedure, Cashiers, Patient's Travel, Bus pass		

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1 EXECUTIVE SUMMARY

1.1 Key Messages

- By issuing this procedure the Director of Finance is formally acknowledging NHS Lothian's responsibility to reimburse such travel costs.
- The Director of Finance is setting out the principles governing the reimbursement to ensure that value for money is achieved.
- This procedure provides guidance on how NHS Lothian complies with the Department of Health's "Healthcare Travel Costs Scheme" (HTCS) and the Scottish Government's "Are You Entitled to Help with Health Costs" (HCS1).
- This procedure applies to patients who are in receipt of certain benefits, to patients who have to travel outwith NHS Lothian for treatment (e.g. to the National Waiting List Hospital or to a specialist centre) and to patients travelling to Lothian under the Highlands and Islands Scheme.

1.2 Minimum Implementation Standards

- Every member of staff with a direct role in outpatient care has read and understood this Procedure.
- Every Out Patient Department or Clinic is using the correct documentation for reimbursing patient's travel costs and knows the location of Cash Offices and who to contact in the event of a query.

2 INTRODUCTION

2.1 Background

The Scottish Government Health and Social Care Directorate issued guidance on the payment of travelling and related expenses of hospital patients¹, to take account of the changes in the NHS since 1988. The guidance clarifies what travel should fall into the Travelling Expenses Scheme, and what should be considered as treatment costs.

It also addresses the wider aspect of transport to hospital and defines the contractual financial arrangements that should be made.

Additional information is available on who is entitled to assistance from the Scottish Government leaflet HCS1 "Are you entitled to help with health costs?"

3 WHO IS ENTITLED TO ASSISTANCE

¹ National Health Service (Travelling Expenses and Remission of Charges) (Scotland) (No. 2) Regulation 2003(b) as amended by the National Health Service (Travelling Expenses and Remission of Charges) (Scotland) (No. 2) Amended Regulations 2012

3.1 Qualifying Benefits

A patient can get help with necessary travel costs, to hospital for NHS treatment, if they:

- Are getting, or their partner, as registered with the Department of Work and Pensions (DWP), gets:
 - o Income Support,
 - o Income related Employment and Support Allowance,
 - o Income-based Jobseeker's Allowance,
 - o Pension Credit Guarantee Credit;
 - o Working Tax Credit (if meets criteria)
 - o Child Tax Credit (if meets criteria)
 - o Universal Credit

Note that Incapacity Benefit, Employment and Support Allowance (Contributory) and Disability Living Allowance are specifically excluded as they are not income-related.

- Are entitled to, or named on, a valid NHS tax credit exemption certificate;
- Are named on a valid NHS Exemption Certificate (HC2) issued under the terms of the NHS Low Income Scheme;
- Are a war pensioner and the hospital treatment is for your pensionable disablement.

3.2 Children Under 16

Assistance is available to children under 16 attending a hospital or clinic and to a parent or guardian who accompanies the child if one of the parents is entitled to assistance. If someone else takes the child to hospital, it is the parents' eligibility for assistance that counts.

3.3 Children Aged 16 to 18

If the patient is 16 or over but under 19 and is counted as a dependant of someone getting assistance on the basis of the criteria listed in 3.1 above then assistance will be available. In the context of this procedure, a child who is in full legal custody of the claimant is classified as a dependant of the claimant.

This will include children in full time education. Full time education means receiving full time instruction from a recognised education establishment such as a school, college or university. To be a recognised establishment, the place of study must be registered with the Scottish Government Education Department, Information and Analytical Services Division, ScotXed Unit. If it is not registered the patient may still be able to get assistance with travel costs under the NHS Low Income Scheme.

Other young people not in full time education may still be entitled to assistance, even if they live with their parents, under the NHS Low Income Scheme.

Also, children aged 16 or 17 and supported by a local authority because they have recently left local authority care are entitled to assistance with travel costs through the NHS Low Income Scheme.

3.4 Highlands and Islands travel Scheme

The scheme provides for the reimbursement of travelling expenses in excess of a contribution, without tests of means to certain patients.

To qualify for reimbursement the patient must be resident or work in the council areas of Highland, Argyll & Bute, Western Isles, Orkney or Shetland and travel to hospital for NHS treatment. The distance travelled from the patient's home (or place of residence) to the hospital must be at least 30 miles or more or involve a journey by sea of more than 5 miles.

Patients who meet the criteria listed in 3.1 above are not required to meet any of the costs, and their re-imbursement can be made through any NHS Lothian Cash Office. If the criteria listed in 3.1 are not met then the Patient must obtain their re-imbursement directly from NHS Highland.

3.5 Patient Escorts

Where deemed medically necessary by the patient's referring consultant, GP or another health care professional involved in the patient's care, the travelling costs of an escort (or escorts) may also be claimed as part of the patient's travel expenses. Such payments are made on the basis of the patient's eligibility for the scheme irrespective of the escort's eligibility.

3.6 War Pensioners

A patient may be eligible for assistance with travel costs if the reason for the hospital appointment is for their pensionable disablement. All assistance claims for this category of claim are dealt with directly by the Veterans Agency. In the first instance these patients should write to:

The Treatment Group
Veterans Agency
Norcross
Blackpool
FY5 3WP

A pre-paid addressed envelope is available from most Post Offices.

3.7 Treatment in Non NHS Lothian Facilities

Where clinically necessary treatment is provided outwith NHS Lothian facilities, because the treatment is not available within NHS Lothian capacity, patients will be entitled to assistance with travel costs. This assistance will be without tests of means to the patients and also applies to any escort expenses that are considered to be appropriate, in such circumstances. Section 8 of this procedure covers journeys made under these circumstances.

3.8 Partial Assistance

If a patient is named on a valid NHS Exemption Certificate Partial Help (HC3) they might be eligible for some assistance with travel costs depending on what the certificate states.

4 ELIGIBILITY OF THE JOURNEY

4.1 General

Having confirmed the patient's entitlement to assistance through the scheme, NHS Lothian is then responsible for confirming that the journey for which the payment is being claimed meets the necessary criteria.

Patients entitled to assistance through the scheme may claim travel expenses in respect of travel to receive non-primary care, regardless of where the treatment is carried out.

4.2 Community Based Centres

Where a community based centre provides non-primary care service, patients are eligible to claim payment of travel expenses to these places of treatment.

The exception to this is where patients receive their treatment on the same visit and at the same location as the primary care services are received which lead to their referral for those non-primary care services.

4.3 Accident and Emergency Departments

Patients entitled to assistance through the scheme are only eligible to claim the cost of their travel to an Accident and Emergency department if the reason for their attendance is in relation to a pre-existing condition for which they are under the care of a consultant. Where patients attend A&E for any other reason they would not be eligible for assistance through the scheme for help with their travel costs.

5 CALCULATION OF TRAVEL COSTS

5.1 General

Travel costs should be calculated based on the cheapest form of transport appropriate to the patient. NHS Lothian therefore requires checking that the costs of the patient's travel are reasonable, taking into account that patient's personal circumstances.

5.2 The "Reasonable" Test

The test for reasonableness should be based on the assumption that the patient should be able to reach their healthcare establishment in a reasonable time and without detriment to their condition. When assessing a patient's claim, NHS Lothian should take into account issues such as:

- The distance that the patient has to travel
- How long the journey has taken to complete
- Whether the patient has to make this journey frequently
- The availability, suitability and accessibility of public transport
- The medical condition of the patient
- The age of the patient

5.3 Public Transport and Concessionary Fares

NHS Lothian should encourage the use of concessionary fares, for example for elderly people and for people with disabilities, off-peak fares and other promotions, where these are available and where they provide convenient links to hospitals and other places of care.

5.4 Alternatives to Public Transport

Sometimes the use of public transport may pose difficulties in itself, for example where public transport is infrequent or where the patient may have to change buses or trains several times to reach the place of treatment. In addition, people may have health problems that make travelling on public transport difficult. Some patients may have health problems that are not so easy to see, such as a weakened immune system or fatigue. NHS Lothian should consider these issues when assessing whether the travel costs being claimed are reasonable and make refunds for other forms of transport such as private motor vehicles and taxis.

5.5 Community Transport and Voluntary Car Schemes

Community transport or community car schemes provide transport for people who are unable to use, or have difficulty with access to, public transport and who are thus unable to make use of concessionary fares. Local authorities and

community transport groups will be able to provide details of schemes available locally.

NHS Lothian will reimburse patients for the use of community transport/car schemes (excluding any annual “membership” fees charged by the scheme’s operator). Patients should ensure that they obtain a receipt from the driver for each journey made using this type of scheme.

5.6 Hospital Transport Service

For NHS Lothian residents only, hospital transport can be arranged. To qualify for ambulance transport the patient must meet one of the following criteria:

- Where the patient’s medical condition is such that they require the skills or support of Patient Transport Service staff on or after the journey and or where it would be detrimental to the patient’s condition or recovery if they were to travel by other means
- Where the patient’s medical condition impacts on their mobility to such an extent that they would be unable to access health care and or it would be detrimental to their condition or recovery to travel by other means.

If it is the patient’s first visit to the health care facility or if it is a six monthly or annual review visit, the patient should contact Scottish Ambulance Services directly on 0131 446 2758. Any subsequent visit should be arranged by the outpatient department or clinic the patient is attending.

The Acute Discharge Lounges will arrange transport for patients who are discharged or transferred from A&E or other assessment areas in line with the Standard Operating Procedure “Discharge Lounge RIE/WGH/SJH”.

5.7 Private Motor Vehicles

Where NHS Lothian considers the use of a private motor vehicle is reasonable, they will pay the full estimated cost of fuel actually used in making the journey. The expected mileage rate will be set at a level no lower than the advisory fuel rates specified by Her Majesty’s Revenue and Customs (HMRC) for company cars.

If NHS Lothian feels that the use of a private motor vehicle was not reasonable and that the patient could have reasonably been expected to travel by public transport, they should reimburse the lesser of:

- The estimated cost of fuel actually used;
- The equivalent public transport cost.

5.8 Parking Charges

Where the patient is being reimbursed for the cost of travelling in a private motor vehicle, they can also be reimbursed for car parking charges. Under no circumstances will penalties incurred through illegal parking will be reimbursed.

5.9 Taxi Fares

There will be occasions when a taxi is the only feasible form of transport for patients and NHS Lothian require being flexible about their use. The use of taxis should not be excluded solely on the grounds of expense, but require to assess whether the use of a taxi is reasonable given the patient's circumstances. A similar approach should be taken as to that with motor vehicles, with NHS Lothian assessing the patient's requirements and refunding accordingly. NHS Lothian should base their decisions solely on the needs of the patient, not the needs of any accompanying escort, child or dependent.

It is good practice for decisions on the use of taxis to be discussed with patients prior to travel whenever possible, to ensure that they fully understand what will and will not be reimbursed. If the Consultant deems the patient unfit for public transport, the cost of a taxi can be reimbursed. This must have been agreed in advance by the Consultant and recorded in the patient's medical file.

6 PROCEDURE FOR REIMBURSEMENT (NHS LOTHIAN SITES)

6.1 General

Usually the patient will obtain the reimbursement when they are in hospital for their appointment. If this is not possible an HC5 (Claim form for a refund of travel costs to receive NHS Treatment) should be obtained from any of the Cash Offices. A full list of NHS Lothian Cash Offices and other sites that reimburse patient travel is included in Appendix 1.

When the patient attends the hospital for their appointment, they should notify the receptionist of the department they are attending that they wish to claim back the cost of their journey.

6.2 Documentation

Once the patient has stated that they wish to claim back their travel costs the department completes a "Patient's Travelling Expenses Certificate of Attendance Form" (Appendix 2).

Section 1 of the form relates to the patient's own personal details, which should be completed by the department visited. The department also provides details of the appointments the patient has attended and also includes parts for the requirements for escorts and taxis. All boxes require to be completed or scored through if not applicable. It is important that the sections for escorts and taxis are clearly completed from a medical point of view.

After section 1 has been completed by the department staff, section 2 requires to be signed by the Nurse in Charge of the department to confirm the attendance of the patient and the requirement of an escort or use of a taxi. This certification only applies to the attendance of the patient and not the entitlement to reimbursement of travel costs. The form is then handed to the patient to present at the Cash Office.

6.3 Process

The patient can now present the form to a Cashier or identified representative at any of the sites listed in Appendix 1, who will confirm eligibility to assistance and complete section 3 with the relevant information which will include benefit entitlement, mode of travel etc and enter the value of reimbursement being claimed.

6.4 Qualifying Benefit

The Cashier will require to evidence proof of entitlement to one of the qualifying benefits. This will take the form of a letter of award or a benefits card, which will state which benefit the holder is in receipt of and a start and end date of the award. This will also include the address of the claimant which will be used for the calculation of reimbursement.

If the patient does not have proof of entitlement with them, the Cashier will endeavour to obtain confirmation of benefit directly from the local DWP Office, although this is not always released by the DWP. On these occasions the Cashier, in the presence of the patient, will call the DWP Office and provide them with the name and National Insurance number of the patient. The DWP Office will normally ask to speak directly with the patient to confirm that the information can be disclosed. Once the DWP have verified the patient's identity the call is then handed back to the Cashier for confirmation of entitlement.

If the information cannot be obtained, the Cashier will enquire if the patient will be returning for a follow-up appointment within the next three months. If this is the case then the patient will be asked to bring along proof of entitlement then and claim for both visits at that time. If the patient is not returning for a follow up appointment or is unable to wait until their next appointment, the Cashier will provide them with an HC5 "Refund Claim Form" which the patient will complete and send to NHS Business Authority, Sandyford House, Newcastle-Upon-Tyne, NE2 1BD as instructed on the form who will then confirm entitlement and forward to relevant health board for reimbursement.

Once entitlement has been confirmed, the Cashier will record the type of benefit and either the National Insurance number or award letter/certificate reference number.

6.5 Mode of Travel

The specific mode of transport being claimed for is recorded by the Cashier.

6.6 Tickets

If the patient is claiming reimbursement for travel by public transport, all tickets are required to be presented to the Cashier. The Cashier will return to the patient any tickets for the homeward journey.

If no tickets are available the patient will be reimbursed the lower cost between the cost of public transport or the approved mileage rate. An exception may be made if the journey is identified as the patient's first visit to the hospital and they were not aware of the requirements to make a claim.

6.7 Travel Costs

The Cashier will record the calculation and the value of the travel costs incurred by the patient for their journey to and from the hospital for their treatment.

If the patient travelled by car, the Cashier will use the AA Route Planner to confirm the mileage travelled. If the patient recorded the mileage actually driven this will be checked against the mileage on the route planner and if within an acceptable margin (within 10%) reimbursement will be based on the recorded mileage. Claims out with this margin may be accepted if there is a genuine reason for the extra mileage. If the patient did not record the mileage or the quoted mileage is unreasonable then the reimbursement will be based on the route planner mileage.

The calculation would be miles travelled times current mileage rate or the number of return journeys times the daily cost. For public transport claims this will be the value of the receipts presented.

For taxi fares, reimbursement will only be made when the claim is supported by a valid authentic receipt. The amount reimbursed will be double the receipt value to include the return journey.

6.8 Other Costs

The Cashier will also record any other costs incurred by the patient for their journey to and from hospital for their treatment. This will include tolls and parking. These costs will be included in the total amount claimed for reimbursement.

At the RIE where there are parking charges applicable to the patients' parking, the patient should present their parking ticket to the Cashier when making their claim. The Cashiers will calculate the cost the patient will incur, allowing sufficient time for the patient to return to their vehicle, from a list of the current rates in operation.

6.9 Amounts Deducted

The Cashier will record the total amount to be deducted from the claim.

6.10 Total Amount Reimbursed

The Cashier will calculate and record the total amount to be reimbursed to the patient and sign and date the claim form.

6.11 Received by

The Patient or their Escort will sign the claim form to confirm the receipt of the cash reimbursed.

6.12 Mileage rate

The Financial Controller will review the mileage rate used for reimbursement on a quarterly basis. This figure is based on the HM Revenue and Customs (HMRC) fuel rates for a 1401cc to 2000cc petrol engine size which is reviewed four times a year, on 1st March, 1st June, 1st September and 1st December. The Financial Controller will advise all Cash Offices the rate to be used.

The rate of a 1401cc to 2000cc petrol engine size is used as this is the most common category and allows for a single standard rate to be applied.

6.13 Escort Costs

If an escort has been deemed medically necessary, the costs reimbursed will only be the additional costs incurred by the escort for the journey from the patient's home to hospital and not from the escort's home. If the journey was made by car, no additional reimbursement will be made.

7 BUS PASSES

7.1 Overview

Some community based services/clinics reimburse travel costs with the issue of bus passes rather than cash due to the nature of the patients attending these clinics. This practice is restricted to Lothian Bus passes only.

The ordering and issuing of Lothian Bus Passes at these specific locations within NHS Lothian needs to be consistent across all sites and ensure that the financial control environment is maintained at all times.

7.2 Ordering of Passes

To obtain bus passes an official order must be completed. This will require an Electronic Non Stock Requisition (eNSR) on the PECOS system to be completed. Further information can be obtained by contacting the Procurement Team at Pentland House.

The (e)NSR has to be completed with the following information:

- Hospital
- Ward/Department
- Requisitioned by (person placing the order)
- Contact name and number should there be any queries
- Supplier details

e.g. placing the order with Lothian Buses, the following information would be entered onto the form:

- Supplier number: 33159
- Supplier name: Lothian Buses PLC
- Supplier address: The Cashier
Annandale Street
Edinburgh
EH7 4AZ

The order details must also be accurate and should include full details of what is required i.e.:

- 3 * City Single Child, 20 pack at a cost of £16.00 per pack = £48.00 total
- 1 * Day tickets, adult, 10 pack at a cost of £40.00 per pack= £40.00 total
- 1 * Day ticket child, 10 pack at a cost of £20.00 per pack= £20.00 total

Total order amount would then be £108.00

Once all of the above information has been completed the (e)NSR must be coded and authorised in line with the Authorised Signatory Database.

Adult City Singles are no longer available. NHS Lothian has negotiated a deal with Lothian Buses for the purchase of Adult Day tickets when large volumes are purchased. Please refer to the catalogue on PECOS for further details.

7.3 Placing an Order

Upon receipt of the (e)NSR, Procurement will forward to the Travel Team who will process the order online and pay with the Corporate Purchasing Card.

7.4 Completing the Order

The tickets will be posted directly to the department by Lothian Buses. On receipt of the tickets, the department should notify the Travel Team that the order has been received.

7.5 Recording of Passes

A robust recording system should be in place to minimise risk of inappropriate use of the passes.

All passes come with serial numbers and should be treated by all areas as a controlled cash alternative.

On receipt of the order, a spreadsheet sheet should be updated to record all the serial numbers on the passes received. One spreadsheet would be sufficient with a separate tab for each type of pass (appendix 9).

Monthly reconciliations should be performed to ensure all passes are accounted for, either as having been issued or still held waiting to be issued. The completed reconciliations should be forwarded to the Cashiering Team Leader by the sixth working day of the month.

Please note Lothian Buses have five different types of bus passes available. Four have been shown in the example above and the fifth is for visitor's passes. Visitor's passes should not under any circumstance be used. Patients are only entitled to re-imbursement when they are attending for an appointment. Patients are not entitled to re-imbursement for visiting a family member or friend in hospital.

7.6 Issuing of Passes

Before any passes are issued confirmation must be obtained to ensure that the patient or guardian requesting the reimbursement is entitled to assistance with travel costs. Reference should be made to Section 6 above once confirmation that the patient is entitled to assistance.

When reimbursement is made "Bus Pass Issued" should be clearly marked against mode of travel. The value of the issued pass should be marked against travel cost.

Once issued the spreadsheet control workbook should be updated with the required information. It is an audit requirement that any items issued of a cash value have to be accounted for and these certificates are the audit trail to prove that they have been handled correctly. This will also identify when the passes held for issue are running low so that additional passes can be ordered.

8 PROCEDURE FOR REIMBURSEMENT (NON NHS LOTHIAN SITES)

8.1 General

There are various scenarios where a patient is referred to a non NHS Lothian site for treatment. These can be split into two different categories:

- seen in non NHS Lothian facilities located within the Lothian area
- seen in non NHS Lothian facilities out with the Lothian area.

8.2 Non NHS Lothian Facilities Located within the Lothian Area

Where a patient is referred to a non NHS Lothian facility within the Lothian area by their clinician for an inpatient or outpatient appointment, payment of expenses for this group of patients will follow the same arrangements, as those currently in

place for patients seen within NHS Lothian facilities (see sections 5 above). In these circumstances a HC5 refund claim form will also be completed and submitted to any NHS Lothian Cash Office along with a Patient's Travelling Expense Certificate of Attendance form.

8.3 Healthcare outside NHS Lothian Area

All patients referred to a non NHS Lothian facility outwith the Lothian area by their clinician for an inpatient or outpatient appointment will be entitled to reimbursement of travel costs regardless of whether they are in receipt of qualifying benefits or not.

A referral to a healthcare facility outwith the Lothian area will arise because of one of the following:

- Referral to a highly specialist care provider
- As part of NHS Lothian's management of referrals and waiting lists in line with the Waiting Times Guidance issued by the Scottish Government

If a patient cannot travel to a facility outwith Lothian either by car or public transport, then transport should be provided by NHS Lothian. In these circumstances the referring department is responsible for making the relevant arrangements.

Any accommodation or use of taxis should be agreed and authorised in advance by NHS Lothian. Patients requiring further information should contact either the Safe Haven or the External Provider Office.

8.4 Documentation for patients travelling outside NHS Lothian

If a patient receiving healthcare outside NHS Lothian, as a result of referral to a highly specialist care provider, wishes to claim back their travel costs a "Patient's Travel Expenses Claim Form - Specialist" (Appendix 4) requires to be completed.

For patients referred to external providers as part of the management of referrals and waiting lists, a "Patients' Travel Expenses Claim Form" (Appendix 3) requires to be completed.

Section 1 of the "Specialist" form relates to the patient's own personal details, Section 2 relates to details of the expenses incurred, Section 3 relates to the facilities attended for treatment and Section 4 is for authorisation of the reimbursements.

Section 1 of the "Patient's Travel Expenses Claim" form relates to the patient's own personal details and to details of the expenses incurred, Section 2 relates to the facilities attended for treatment and Section 3 is for authorisation of the reimbursements.

Once the necessary sections have been completed and signed by the patient the form is then, in the case of "specialist" claims, forwarded to the Safe Haven address indicated on the form along with all original receipts and in the case of others either taken to an NHS Lothian Cash Office or forwarded to the Cash Office at RIE at the address indicated on the form along with all original receipts.

8.5 Confirmation of Attendance

There is a section of the form to be completed by the hospital where treatment occurred. This should include the dates, times and department attended and be signed by a clinical member of staff of that establishment as well as being stamped with an official stamp of the organisation. The patient should arrange for this to be completed before leaving after treatment.

For the "specialist" forms received by the Safe Haven department, they will confirm that the patient is a Lothian resident and have had referral approved before forwarding to the Cash Office at RIE.

8.6 Travel Costs

If the patient travelled by car, the Cashier will use the AA Route Planner to confirm the mileage travelled. If the patient recorded the mileage actually driven this will be checked against the mileage on the route planner and if within an acceptable margin reimbursement will be based on the recorded mileage. If the patient did not record the mileage or the quoted mileage is unreasonable then the reimbursement will be based on the route planner mileage.

Any journey undertaken by public transport should be supported by the ticket or confirmation of booking form.

8.7 Mileage rate

The mileage rate to be used is as per section 6.12 above.

8.8 Accommodation

If accommodation has been agreed by the referring department administrator, where an early appointment merits an overnight stay, then a reasonable cost for this will be reimbursed. Please note that NHS Lothian will not pay for any meals, however the reimbursement of the cost of breakfast will be reimbursed but only when it is part of an inclusive bed and breakfast charge.

8.9 Value for Money

Where clinically possible, any travel will be undertaken in the most economical way as possible, (e.g. Apex fares, use of low cost airlines, cheap day returns etc.)

8.10 Taxi Costs

Taxi costs will only be met if public transport is not available for the start or final part of the journey, or if the Consultant deems the patient unfit for public transport. Reimbursement will only be made when an original receipt issued by an authorised taxi firm is supplied.

8.11 Escort Costs

Where deemed medically necessary by the patient's referring consultant, GP or another health care professional involved in the patient's care, the travelling costs of an escort (or escorts) may also be claimed as part of the patient's travel expenses. Any approval for an escort will be agreed in advance with NHS Lothian.

8.12 Visiting Costs

If a patient's treatment requires a planned stay in hospital for longer than three days, then the cost of one carer/relative visit will be reimbursed. The reimbursement will be the lesser of the estimated cost of fuel used or the equivalent public transport cost. The cost of one overnight stay will be provided. This will cover only the costs of bed and breakfast accommodation and no other form of subsistence.

9 TIMESCALES

9.1 General

All claims should be submitted within three months of the appointment date.

9.2 Outwith Three Month Period

If the patient is in receipt of qualifying benefits and a claim has not been submitted, the patient can complete an HC5 and forward to the DWP.

For travel costs to non NHS Lothian sites outwith the Lothian area, any claim outwith the three month period, the patient should contact the Public Health Department of NHS Lothian on 0131 465 5448. Patients submitting late claims will only be reimbursed in exceptional circumstances.

10 APPEALS AND COMPLAINTS

10.1 General

If a patient is unhappy with the decision to refuse reimbursement of travel costs or with the manner in which NHS Lothian has applied the procedure to their individual circumstances, they can appeal the decision.

10.2 Appeals/Complaints Process

Any complaint should be submitted by e-mail to complaints.team@nhslothian.scot.nhs.uk or in writing, to:

Complaints team
Lothian NHS Board
Waverley Gate
2-4 Waterloo Place
Edinburgh
EH1 3EG

11 FRAUD MANAGEMENT

11.1 General

Fraud in the NHS is unacceptable as it diverts resources away from patient care. It is therefore important that robust verification procedures are in place. Only claims submitted using the appropriate forms should be accepted.

Should fraud be suspected, it should be reported to Counter Fraud Services on the fraud hotline 08000 15 16 28

Appendix 1 List of Cash Offices

Detailed below is a list of the Cash Offices or other sites, and the hours that they operate, where travel reimbursements can be made:

Site	Cash Office Hours
Astley Ainslie Hospital	Tues & Wed: 08:30 – 13:00 13:30 – 16:30 Thurs: 08:30 - 12:00
Midlothian Community Hospital	Mon – Fri: 09:00 – 14:00
Princess Alexandra Eye Pavilion	Mon : 08:30 – 13:00 13:30 - 14:30 Wed & Thurs: 08:30 - 14:30
Royal Edinburgh Hospital	Mon – Fri: 09:30 – 13:00 14:00 – 16:00
Royal Hospital for Sick Children	Mon : 08:30 – 14:30 Tues-Thurs: 08:30 - 13:00 13:30 – 16:30 Fri: 08:30 – 14:30
Royal Infirmary of Edinburgh	Mon – Thurs: 08:30 – 13:00 13:30 – 16:30 Fri: 08:30 – 13:00 13:30 – 16:00
St John's	Mon – Thurs: 08:30 – 13:00 13:30 – 16:30 Fri: 08:30 – 13:00 13:30 – 16:00
Western General Hospital	Mon – Thurs: 08:30 – 13:00 13:30 – 16:30 Fri: 08:30 – 13:00 13:30 – 16:00

******* Please note that due to changing demands in the service the opening hours at some sites may change at short notice. The sites affected are AAH, PAEP and RHSC*******

Appendix 2 Benefit Related Claim Form NHS Lothian

PATIENT'S TRAVELLING EXPENSES CERTIFICATE OF ATTENDANCE FORM

This form should be completed by patients who are claiming reimbursement of travelling expenses who:

- Are in receipt of a qualifying benefit, or
- Are resident in the council areas of Highland, Argyll & Bute, Western Isles, Orkney or Shetland.

SECTION 1 – PATIENT'S DETAILS (TO BE COMPLETED BY DEPARTMENT)			
NAME			
ADDRESS 1			
2			
3			
4			
POST CODE			
CHI NUMBER		HOSPITAL	
WARD/DEPARTMENT			
THE PATIENT ATTENDED THIS WARD/DEPARTMENT AS:			
AN OUT-PATIENT ON (DATE)			
OR AN IN-PATIENT			
ADMITTED ON (DATE)		DISCHARGED ON (DATE)	
ESCORT WAS NECESSARY ON MEDICAL GROUNDS		Yes/No*	
NAME OF ESCORT(S) WHERE APPLICABLE			
PRIOR APPROVAL FOR TAXI		Yes/No*	

SECTION 2 – CERTIFIED (TO BE SIGNED BY NURSE IN CHARGE)			
		NAME	
		DATE	
SIGNATURE			
DESIGNATION			
TELEPHONE EXT			

QUALIFYING BENEFITS:
INCOME SUPPORT WORKING TAX CREDIT JOB SEEKERS ALLOWANCE (INCOME BASED) PENSION CREDIT (GUARANTEED CREDIT) EMPLOYMENT & SUPPORT ALLOWANCE (INCOME RELATED) LOW INCOME RELIEF HC2 OR HC3 CERTIFICATE UNIVERSAL CREDIT

SECTION 3 – TRAVEL COSTS (TO BE COMPLETED BY CASHIER)	
QUALIFYING BENEFIT AND REFERENCE	
MODE OF TRAVEL	Bus/Train/Car/Other*

Unique ID	NHSL	Author(s)	Financial Controller
Category/Level/Type:	1 Procedure	Version	4
Status:	Final	Approved by	Head of Financial Control
Date of Approval	October 2017	Review date	October 2019
Date added to internet	October 2017	Comments	
Key words	Financial Operating Procedure, Cashiers, Patient's Travel, Bus pass		

TICKETS PRESENTED		Yes/No*	
TRAVEL COST			
OTHER COSTS (DETAILS)			
AMOUNT DEDUCTED			
TOTAL RE-IMBURSEMENT			
CASHIER'S SIGNATURE		Date	
RECEIVED BY		Patient/Escort*	

* Delete as appropriate

Appendix 3 Non Lothian Hospital Claim

PATIENT TRAVEL EXPENSE CLAIM FORM FOR TRAVEL TO NON-LOTHIAN HOSPITALS

Section 1: CLAIMANT DETAILS (TO BE COMPLETED BY THE CLAIMANT)				
Patient Name:		Claimant: (if different from patient)		
Address:		Address:		
Postcode:		Postcode:		
CHI Number:		Why are you making this claim: Patient/Carer/Escort*		
Escort required on medical grounds:	Yes/No*			
Hospital Attended:				
TRAVEL (TO BE COMPLETED BY THE CLAIMANT)				
Car				
Date	Details of Journey (from/to etc)	Mileage travelled	Cost (Office Use)	
			£	pp
Total				
Public Transport				
Date	Details of Journey (Type of Public Transport, from/to, etc)	Cost of Travel		
		£	pp	
Total				
Taxi				
Date	Details of Journey (Name of Taxi Company, from/to etc)	Cost of Travel		
		£	pp	
Total				
Signature:		Date		

All original receipts require to be submitted with the Expenses Form within 3 months of the appointment date

**PATIENT TRAVEL EXPENSE CLAIM FORM
FOR TRAVEL TO NON-LOTHIAN HOSPITALS**

Section 2: ATTENDANCE AT NON-LOTHIAN HOSPITAL (TO BE COMPLETED BY HOSPITAL WHERE TREATMENT OCCURRED)				
Date	Time of OP Attendance	Time of IP Admission	Time of Discharge	Department/Ward
Authoriser's Signature		Print Name		Designation
Official Stamp (Receiving Hospital):				
Section 3: AUTHORISATION (TO BE COMPLETED BY NHS Lothian)				
	Total		Notes if applicable	
	£	pp		
Mileage cost				
Public Transport				
Taxi cost				
Other costs				
Amount deducted				
Cashier's signature:			Date:	
Received by (Claimant):			Date	

Please Return completed forms to:
Cash Office
Royal Infirmary of Edinburgh
51 Little France Crescent
Edinburgh, EH16 4SA

Appendix 4 Specialist Care non Lothian Hospital Claim

NHS Lothian, SAFEHAVEN
Waverley Gate, 2-4 Waterloo Place
Edinburgh EH1 3EG
Tel: 0131 465 5453
Email: Lothian.safehaven@nhs.net

PATIENT TRAVEL EXPENSE CLAIM FORM

For patients receiving highly specialist care/second opinions at non-Lothian hospitals

SECTION 1 - CLAIMANT DETAILS (TO BE COMPLETED BY THE CLAIMANT)				
Patient Name:		Claimant: (if different from patient)		
Address:		Address:		
Postcode:		Postcode:		
Date of Birth:				
CHI Number:				
Companion required on Medical Grounds: (please provide evidence)	Yes/No (delete as appropriate)	Why are you making this claim: Carer/Companion/Parent (delete as appropriate)		
Hospital Attended:				
SECTION 2 - TRAVEL (TO BE COMPLETED BY THE CLAIMANT)				
Car				
Date	Details of Journey (Postcode - from/to)	Mileage travelled	Cost (Office Use)	
			£	pp
Total				
Public Transport				
Date	Details of Journey (Bus/train/tube - from/to)	Cost of Travel		
		£	pp	
Total				
Taxi				
Date	Details of Journey (Name of Taxi Company, from/to)	Cost of Travel		
		£	pp	
Total				
Hotel				
Date	Details of Hotel or Guest House (Name, Address etc)	Cost of Hotel		
		£	pp	
Total				
SIGNATURE OF PERSON CLAIMING:		Date:		

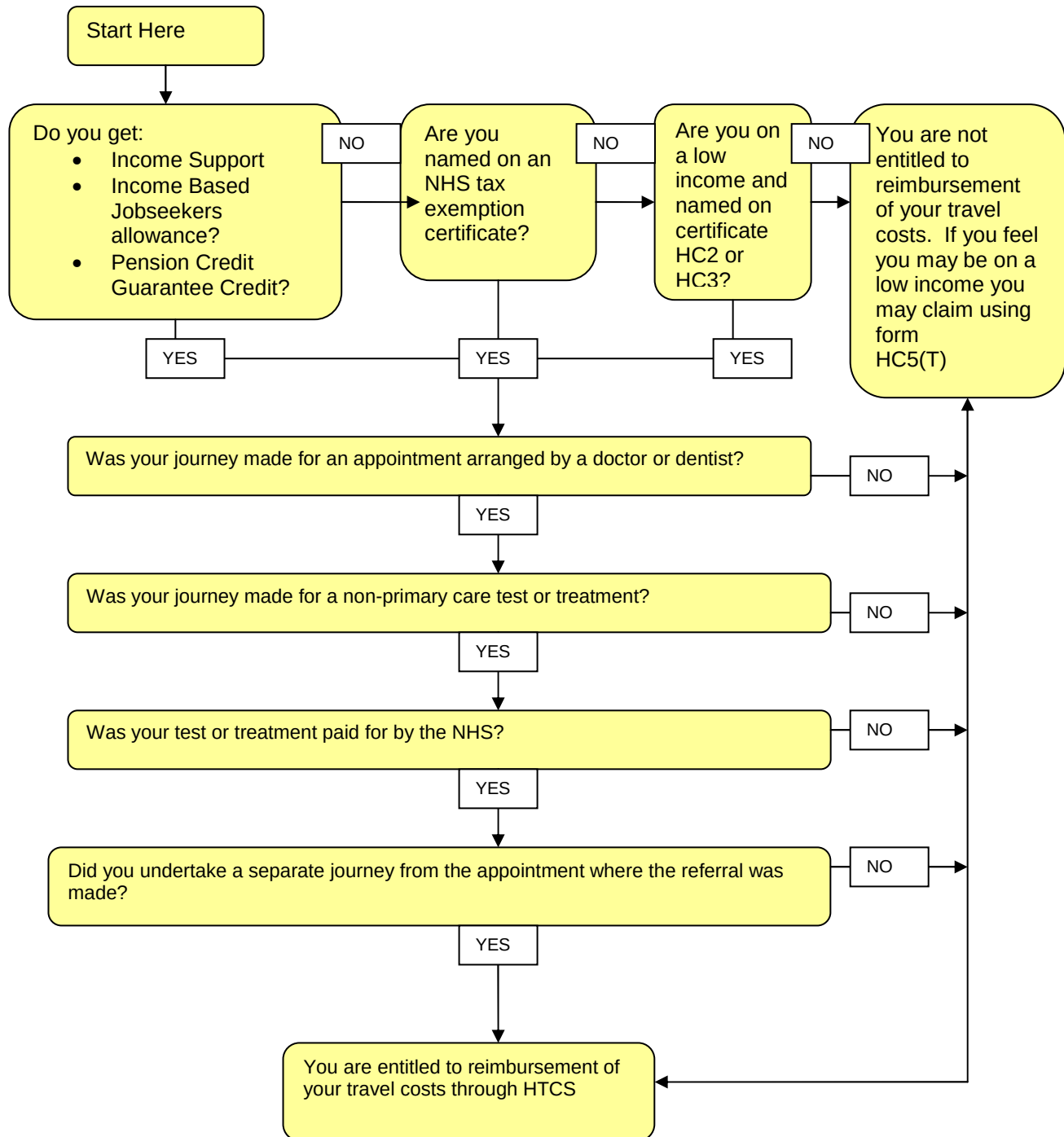
PATIENT TRAVEL EXPENSE CLAIM FORM

For patients receiving highly specialist care/second opinions at non-Lothian hospitals

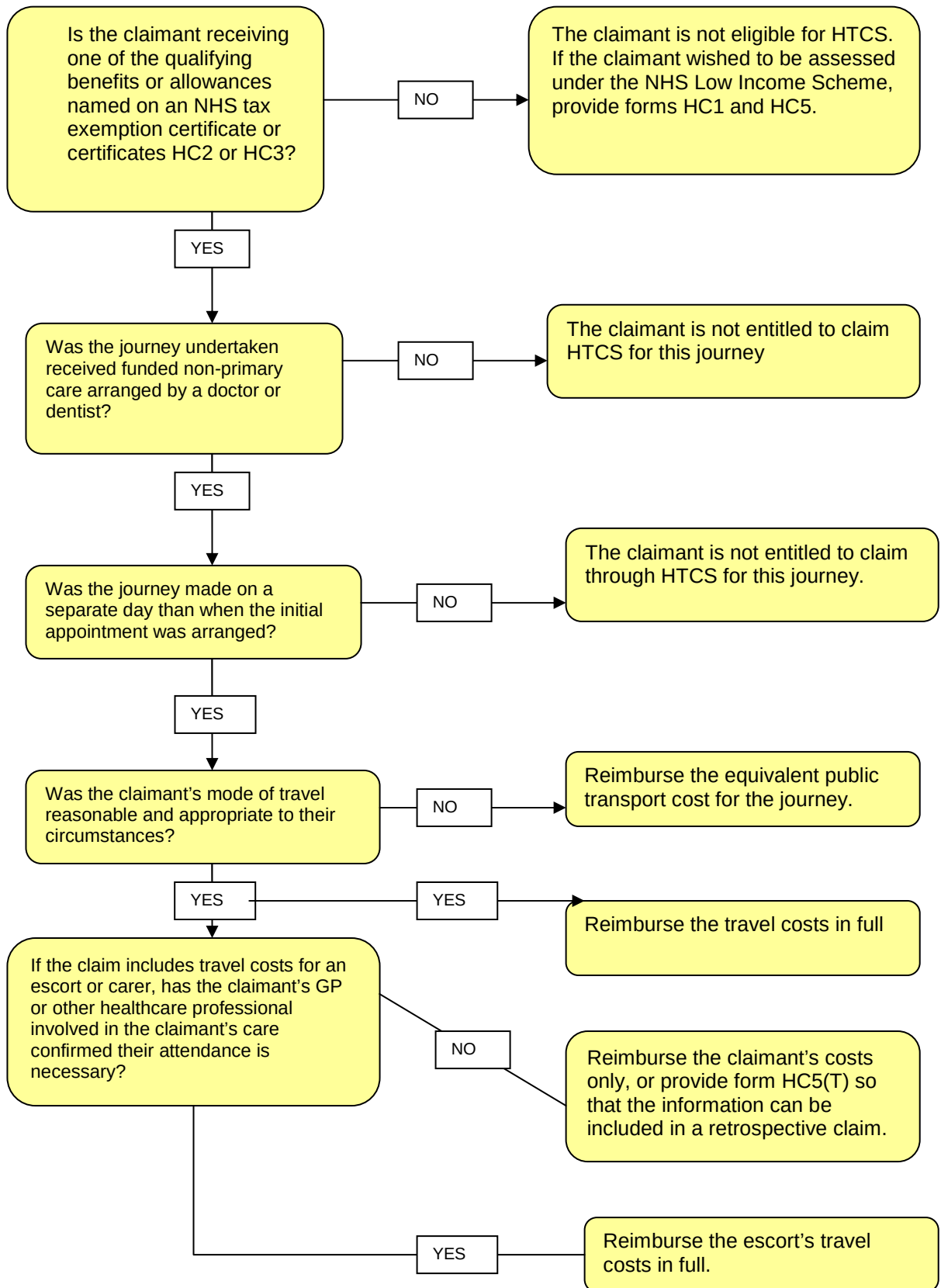
SECTION 3 - ATTENDANCE AT NON-LOTHIAN HOSPITAL (TO BE COMPLETED BY HOSPITAL WHERE TREATMENT OCCURRED)				
Date	Time of Appointment	Time of Admission (if in-patient)	Time of Discharge	Department/Ward
Clinician's Signature (nurse or doctor)		Print Name		Designation
Official Stamp (Receiving Hospital): 				
SECTION 4 - AUTHORISATION (TO BE COMPLETED BY NHS Lothian)				
	Total		Notes if applicable	
	£	pp		
Mileage cost				
Public Transport				
Taxi cost				
Hotel cost				
Other costs				
Amount deducted				

Authoriser's signature	Print name	Cost Centre
Cashier's signature:		Date:

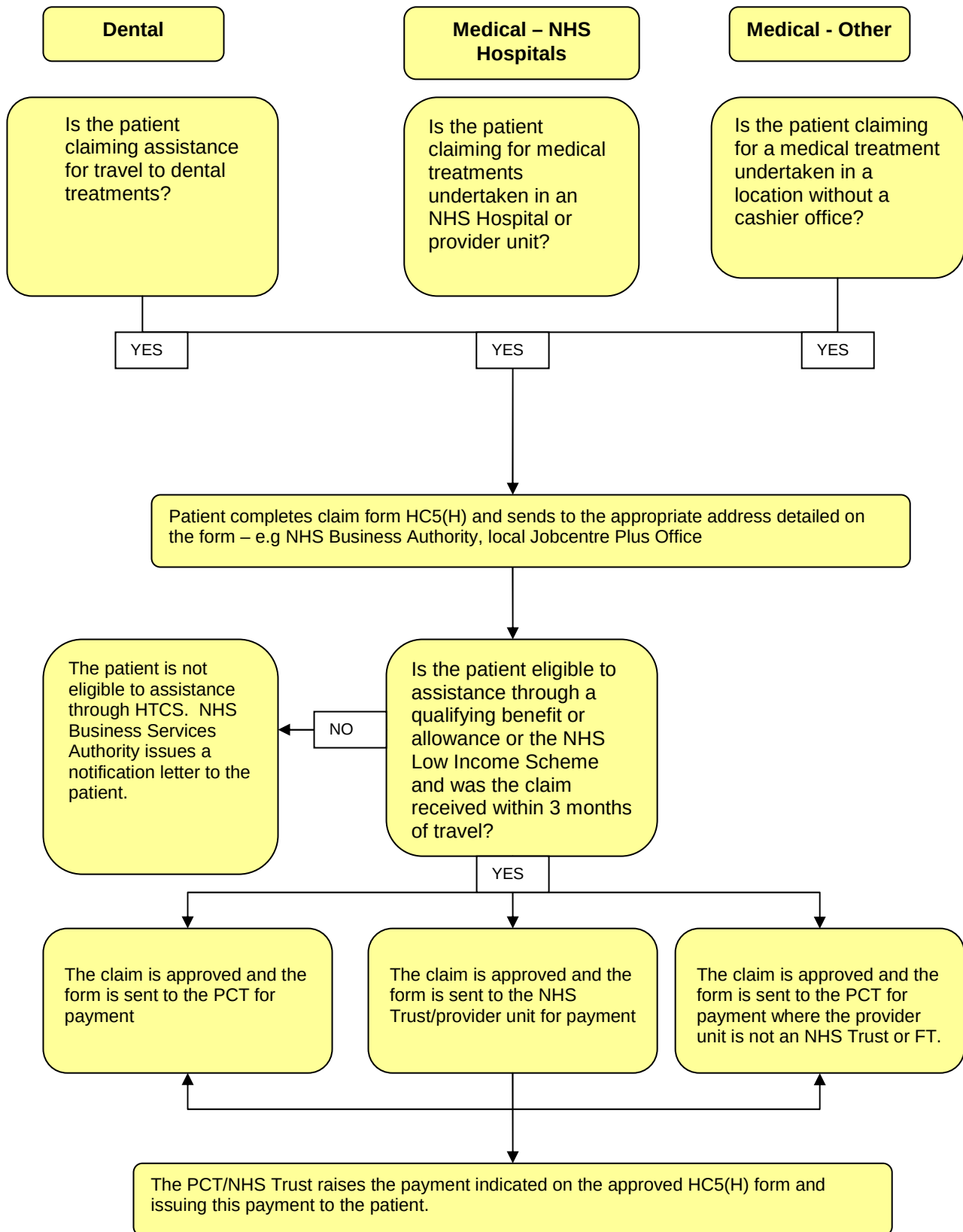
Appendix 5: Quick Reference guide – patient flow chart (for Benefit qualified claims only)



Appendix 6: Quick reference guide – cashier flow chart
(for Benefit qualified claims only)



Appendix 7: Quick reference guide – postal claims flow chart
(for Benefit qualified claims only)



Appendix 8: Bus Pass Logging Sheet

Lothian Bus Passes

Recording and Issuing of Passes

Child Day Passes

Amount	Serial Number	Date Issued	Name of Patient	Benefit entitlement of Parent	Area attended
1	123456	05.07.13	Joe Bloggs	ESA	Forteviot Clinic
2	123457	06.07.13	Jimmy Jones	Tax Credit	Forteviot Clinic
3	123458	08.07.13	Bessie Smith	Job Seekers Allowance	Forteviot Clinic
4	123459				
5	123460				
6	123461				
7	123462				
8	123463				
9	123464				
10	123465				
11	123466				
12	123467				
13	123468				
14	123469				
15	123470				
16	123471				
17	123472				
18	123473				
19	123474				
20	123475				