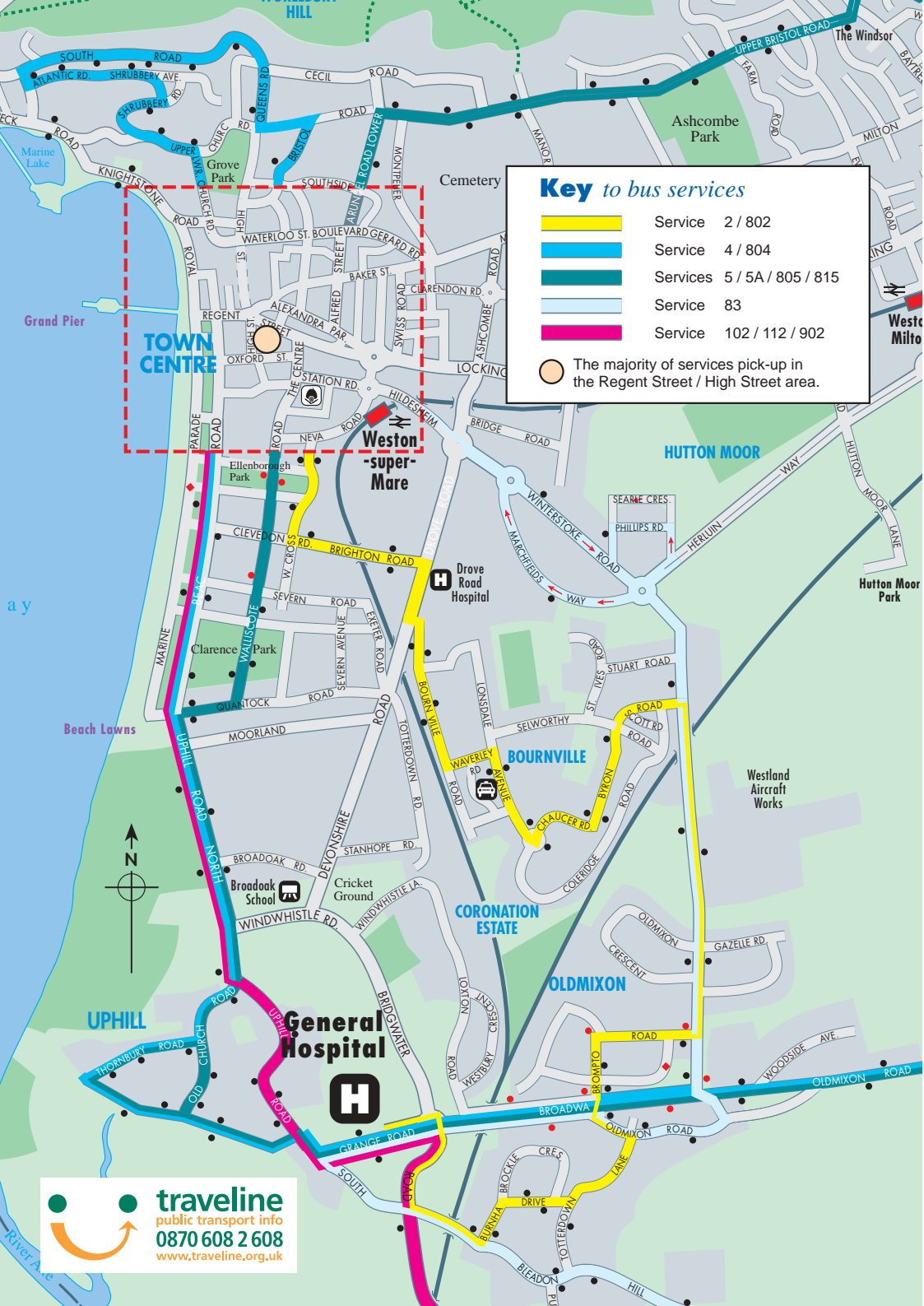


Travelling to Weston General Hospital

Your transport options explained
Travel cost refund schemes • Useful contacts





Key to bus services

- Service 2 / 802
- Service 4 / 804
- Services 5 / 5A / 805 / 815
- Service 83
- Service 102 / 112 / 902

The majority of services pick-up in the Regent Street / High Street area.

Introduction

In North Somerset patients, visitors and staff may experience difficulties when travelling to and from Weston General Hospital. This is mainly due to its out of town location. This booklet describes the different forms of transport available and explains how you may be able to claim your travel costs.

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Every effort has been made to check that the information contained in this publication is correct at the time of printing (March 2004). Details can change and the publishers cannot accept liability expressed or implied in regard to any statements therein.

How can I book a convenient appointment?

Outpatient appointments are normally held in major hospitals, but occasionally you may be able to book an appointment that is held at your surgery or local clinic. If you find that your appointment is not suitable, phone the booking centre using the telephone number on your appointment letter.

When you attend your appointment, it may be helpful to take along your diary and a bus / train timetable just in case you need to book another appointment. Discuss your travel arrangements with the receptionist so that you can book a convenient time when you will be able to get there and back.





How can I travel to my appointment?

There are a number of ways that you can access Weston General Hospital dependant on your circumstances, and whether you are a patient, visitor or member of staff.

Ambulance Service

This is available if your clinical condition makes it necessary for special transport. This will be decided by your G.P. or consultant. If you require an ambulance car to take you to your first appointment please contact your G.P. to arrange this for you. If you are attending a second or subsequent appointment and require an ambulance car, please contact the clinic and they will make the necessary arrangements with your consultant. You may have to make arrangements to return home.

Public Transport

Buses and trains can be used to access the hospital and are usually the cheapest option. In many cases you will need to change at certain points along your route.



Buses: Many areas have buses that can link you directly or to a main bus corridor to travel to Weston-super-Mare. In the town centre you will need to catch the 2, 4, 5, 5a, 83, 102, 112, 802, 804, 805, 815, 902 that stop directly outside the hospital. There is a flat fare of £1.00 single (50p concessions). When travelling by train you will need to catch a connecting bus (the number 2) from Weston-super-Mare train station. Again the flat fare is £1.00 single (50p concessions).

For further information on travelling by public transport contact Traveline on 0870 608 2 608.

Voluntary Car Service

Many communities within North Somerset have set up local groups of volunteer drivers who will take patients to their appointment. Each group has their own criteria which needs to be checked beforehand. These services are valuable if you reside within their catchment area and are unable to access conventional forms of public transport. The service is door-to-door. The cost for this varies from group to group but is on average around 40p per mile.

To find out more about a car scheme in your area please contact Voluntary Services Manager on 01934 647 005.

Motorcycle

The hospital does have parking for motorcycles located in the main car park directly in front of the entrance.

Bicycle

There are 18 cycle racks located alongside the A & E and also at the main front entrance.



Private Car

If you own your own car, this may be the most convenient way to travel. However, parking at the hospital is very limited. As a patient or a visitor you will need to have change for car parking. Try to use public transport wherever possible. The hospital has 43 disabled parking bays.





What if my appointment is cancelled?

Make sure that any travel arrangements made with the ambulance car service, voluntary car schemes or taxis are cancelled as soon as possible. Failure to do so could result in you being charged.

When discussing a new appointment, please remember to make your transport needs clear and request a convenient time and place (where appropriate).

Am I eligible for help with my travel costs?

Some patients and escorts are entitled to help with their travel costs to hospital. Costs incurred through fares and parking are eligible as are fares on Community Transport.

People who are eligible:

- Those attending a GUM clinic over 15 miles (24km) from home.
- War pensioners if the hospital treatment is for the pensionable disability.
- Individuals, their partners and dependent children in receipt of:
 - Income Support
 - Income based Job Seekers Allowance
 - Working Families Tax Credit and named on a Tax Credit NHS Exemption Certificate
 - Disabled Persons Tax Credit and named on a Tax Credit

NHS Exemption Certificate

People named on an HC2 Certificate

Those named on an HC3 Certificate **may** also get help.

Please remember to bring supporting documents such as certificates, benefits payment books and a form of identification.

How do I reclaim my costs?

In order to reclaim your travel costs you will need either a receipt or a ticket of the costs that you have incurred. You will also need to complete the form on the back of this booklet. Whilst at your medical appointment please ensure that you get the doctor, nurse or consultant to sign the form. Take this **with the receipt or ticket and any supporting documents** to the General Office on the ground floor. After a few short checks you will receive your refund.



Can I claim as a visitor?

There is no special transport available for visitors, who will need to rely on public transport or their own vehicles. Visitors on Income Support or income based Job Seekers Allowance may qualify for help with fares if visiting a close relative or partner. Apply to your local Job Centre Plus.

Can I claim as an escort or parent?

Patients, who are eligible on income grounds as previously explained, can claim for an escort to accompany them to hospital if they are unable to travel alone on public transport due to their medical condition.

However, a letter from the patient's G.P or medical practitioner will be required under these circumstances.

It is also acceptable for a parent who is eligible on income grounds, to claim for assistance if their child, who is the patient, is under 16 years of age.



Weston Area Health Trust Claim Form for Help with Travel Costs

Name: _____

Address: _____

Tel: _____

I confirm that I am:

- Attending a GUM clinic over 15 miles (24km) from home
- A War Pensioner and the hospital treatment is for the pensionable disability
- Named on an HC2 Certificate
- Named on an HC3 Certificate and eligible for help

or in receipt of:

- Income Support
- Income based Job Seekers Allowance
- Working Families Tax Credit and name on a Tax Credit Exemption Certificate
- Disabled Persons Tax Credit and named on a Tax Credit NHS Exemption Certificate.



**To be completed by the relevant doctor,
nurse or consultant.**

Patient number:

Clinic/ward:

Date of appointment:

Time of appointment:

Staff signature:

Patient's signature:

Date:

Escorts needed:

Yes (✓)

No (✓)

**For
office
use
only:**

Claimant's name: (if different from overleaf)

Claimant's address: (if different from overleaf)

Claimant's number:

Proof of entitlement seen: (please specify type and numbers)

Proof of ID: (please specify type and numbers)

Amount claimed £



Useful Contacts

Traveline

For all public transport information.
Open 8.00am – 8.00pm every day.
Tel: 0870 608 2 608
www.traveline.org.uk



Weston General Hospital

Tel: 01934 636363

Notes:

Bus Times	To	From
Train Times	To	From
Taxi Companies		
Local Community Transport Scheme		
Patient's Number		
Claimant Number		



Weston Area Health



**Community
Action**



services that benefit the community