

# Travel Expenses

Information for patients

December 2023



Use the QR code to access NHS Fife  
travel webpage

If you are referred to hospital or other NHS premises for specialist NHS treatment or diagnostic tests by a doctor, dentist or another health professional, you may be able to claim a refund of reasonable travel costs (taxi fares cannot be claimed).

## Who is entitled?

You can get help with necessary cost of travel to receive NHS treatment if you receive one or more of the entitlements below:

- You are a war pensioner, and the treatment is for your accepted disablement
- You are getting, or your partner gets Income Support (and includes travel by your dependent children)
- You are getting income-based Jobseekers Allowance (Incapacity Benefit, Disability Living Allowance, Personal Independence Payment do not count as they are not income related)
- You are getting Pension Credit Guarantee Credit
- You are entitled to, or named on a valid NHS tax credit exemption certificate
- You are getting Universal Credit
- You are getting Employment Support Allowance (income based)
- You are named on a valid HC2 certificate/HC3 certificate.

## Making your claim

Ask the receptionist at the clinic you attend to confirm your attendance on a claim form.

Take the claims form, together with confirmation of your entitlement to the Hospital Cashier.

**If you do not have evidence of your entitlement, payment of expenses will be delayed.**

If you are returning within the next 3 months, keep hold of your claim form and bus tickets (if applicable), and you will be reimbursed from the cashier.

You can also make a special trip to collect your expenses at any time within 3 months. Travel expenses for **special trips** will **not** be reimbursed.

When the Cashier Office/Reception is closed a HC5 form will be available for you to complete and return to the address on the form. They will confirm your entitlement and a cheque will be sent out in due course.

Benefit proof should be a current letter dated in the last year.

## Cashier locations and opening times

### **Victoria Hospital, Kirkcaldy**

Monday to Friday

9:00am - 1:00pm

and 1:30pm - 3:00pm

Telephone: 01592 643355 ext 28725

### **Queen Margaret Hospital, Dunfermline**

Monday to Thursday

10:00am - 2:00pm

Telephone: 01383 623623 ext 23501

### **Stratheden Hospital, Cupar**

Monday, Wednesday and Friday

9:00am - 12:00pm

Telephone: 01334 652611 ext 56307

### **Lynebank Hospital, Dunfermline**

Monday to Thursday

8:00am - 2:00pm

Telephone: 01383 623623 ext 35265

### **St Andrews Hospital main reception**

Monday to Friday

8.30am - 4.30pm

Telephone: 01334 465656 (ask for Health Records)

<https://www.nhsfife.org/services/patients-carers-and-visitors/coming-to-hospital/how-to-get-to-our-main-hospitals/>

### **Enquiries:**

[fife.patienttravel@nhs.scot](mailto:fife.patienttravel@nhs.scot)

If you require this information in another language or format (e.g. Braille, audio, large print) please contact the Equality and Human Rights Team at: [fife.EqualityandHumanRights@nhs.scot](mailto:fife.EqualityandHumanRights@nhs.scot) or phone 01592 729130.

Alternatively, you can also contact the team via the NHS Fife SMS text service number on 07805800005 or call using ContactScotlandBSL for BSL-users.

If you wish to provide anonymous feedback, you can do so at [www.careopinion.org.uk](http://www.careopinion.org.uk) Freephone 0800 122 3135 or this QR code. Care Opinion is an independent organisation for patients and families to provide honest feedback about experiences with any of our services within the last 3 years.



## NHS Fife

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