

Freedom of Information Request	FOI 22-412	12 <sup>th</sup> September 2022
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**1. Do all hospitals in your health board have a cashier's office which claimants can visit on the day of their appointment to receive their reimbursement? I would be very grateful if you could specify which hospitals offer this service, if any.**

Reimbursement is available from the General Office at the following hospital sites:

- Grange University Hospital
- Royal Gwent Hospital
- Nevill Hall Hospital
- Ysbyty Ystrad Fawr
- Ysbyty Aneurin Bevan
- St Cadoc's Hospital
- St Woolos Hospital
- County Hospital
- Chepstow Community Hospital

**2. What is the eligibility criteria for claiming travel costs?**

The eligibility criteria is explained fully in Sections 7.1 and 7.2 of the attached "Financial Control Procedure – Patients Travel".

This Financial Control Procedure is based on the provisions set out in the Welsh Government's Healthcare Travel Costs Scheme. (HTCS)

**3. What is the process for claiming travel costs?**

The process for paying travel costs to patients is explained in Sections 7.6 and 7.7 of the attached "Financial Control Procedure – Patients Travel"

**4. What evidence do claimants require?**

- Evidence of the patient's entitlement to have their travel costs paid
- Evidence that they have attended, or plan to attend an appointment at the hospital (e.g. an appointment letter or card), and
- Proof of travel (e.g. bus or train ticket, taxi receipt), or details of proposed travel arrangements.

If a patient does not have the correct documentation to be reimbursed in cash by the General Office, the patient can be reimbursed by Payable Order by completing a HC5W(T) form (Refund claim form for travel where documentation confirming eligibility is available but not at time of travel) and submitting this to the NHS Business Services Authority for approval. Copies of the form are available at each General Office, and also available online at <https://gov.wales/claim-refund-travel-costs-receive-nhs-treatment-form-hc5wt>

**5. Can people on low incomes claim for travel to other NHS locations such as GP surgeries and dentists, or is reimbursement only available for hospital visits?**

Help with travel costs relates to hospital appointments. Help with travel costs is not available in the following circumstances:

- Patients who attend an establishment to receive primary medical (e.g. GP) or primary dental services.
- Patients who attend a hospital to receive NHS Services but have not been referred for those services by a doctor or a dentist (e.g. self-referral)
- Patients being transferred between treatment centres.
- Patients with medical need for ambulance transport.
- Patients who discharge themselves from hospital at their own request.
- Visitors to patients in hospital.
- Private patients.