

Non-Emergency Patient Transport

Patients normally make their own way to NHS appointments. Those on a low income may be able to get help with public transport costs. The Lister hospital has a cash office on Level 3, or claims can be made by post using an HC5(T) form. See

www.nhs.uk/NHSEngland/Healthcosts

Transport may be available to you depending on your medical condition, mobility or support needs. The new provider is Private Ambulance Service Ltd. To find out if you qualify phone 0208 045 4254, quoting your NHS number, printed on your appointment letter. Journeys can be booked between 2 weeks and two working days in advance. On the day bookings can sometimes be accommodated but cannot be guaranteed.

For patients who do not qualify for patient transport services and do not have access to private cars, there are a number of other transport schemes available. Those listed here are provided by the Hospital Trust or by local agencies and charities. There is often a charge for using these services.

Hospital Trust Voluntary Car Service

A service coordinated by the Trust using volunteer drivers to transport eligible patients to and from health appointments in local hospitals and London hospitals. Customers are charged a rate per mile from the driver's home to the appointment and back again. Customers in receipt of certain benefits do not pay.

Early booking is essential. Monday to Friday 10-12 noon (closed on public holidays)
Lister Hospital car service: 01438 781238
New QEII Hospital car service: 01707 365462

Health Shuttle

Transport between New QEII & Lister Hospitals Available Monday to Thursday (except public holidays).

Fare £10 each way. Free for patients in receipt of benefits. Tel: 01438 726219

CVS Community Car Scheme

For people who require transport and have difficulty using other passenger transport.

Tel: 01707 273875; Office hours vary

www.whcvs.org.uk/community-car-scheme/

Red Cross Transport and Escort Service

Currently only provides transport for vulnerable in-patients when they are discharged from hospital plus limited support on arrival home.

Tel: 01992 585968

www.redcross.org.uk/

Hertfordshire Action on Disability

Delivering innovative, affordable, practical services to disabled people across Hertfordshire. Tel: 01707 375159 (24 hour transport available with advance notice.)

Charges apply.

www.hadnet.org.uk/

Community transport is usually provided by volunteer drivers using their own vehicles or driving accessible vehicles (people carriers and minibuses) operated by the community/voluntary scheme.

County schemes such as the Red Cross and Hertfordshire Action on Disability and most Borough and District voluntary car schemes can be used for hospital or doctor/medical visits. Nearly all schemes, including the Health shuttles, can be used by both patients and visitors if there is no alternative transport.

Travel Information to Local Hospitals

as at March 2017



This information leaflet has been produced by the Patient Participation Group (PPG). It is designed to help patients identify the most appropriate mode of transport to get to their hospital appointment.

The information on fares is an indication of costs of travel and in all cases is the standard off-peak full fare. Travel costs will be cheaper with a day ticket, bus pass or railcard and more expensive during peak times. Travel costs increase every year.

Taxi prices are quoted by one taxi company. Other companies may be cheaper.

Internet links are provided for travel companies where these are available and can be checked for up to date information.

Patient Participation Group

Hall Grove Group Practice
Tel: 01707 328528 / 332233
www.hallgrovesurgery.co.uk/

Lister Hospital

Coreys Mill Lane, Stevenage, SG1 4AB
Tel: 01438 314333

Bus 301 from WGC bus station or New QEII hospital direct to hospital
Weekdays & Saturdays every 30 minutes, peak time more frequently
Sundays every hour
Fare £5.00 Single, £7.70 return
Journey time 52 minutes
www.arrivabus.co.uk/

Train from WGC to Stevenage
Weekdays & Saturdays every 30 minutes
Sundays every hour
Fare £5.80 Single, £6.20 return
Journey time 11 minutes
www.thameslinkrailway.com/

and – **Sapphire Bus 100/101** from Stevenage Railway Station to Lister Hospital (or alternatively, use a taxi)
Weekdays every 15 minutes
Saturdays every 20 minutes
Sundays every hour.
Journey time 8 minutes
www.arrivabus.co.uk/

*Add unlimited bus travel to your train ticket with a **Plusbus ticket** from £3.20 per day*
www.plusbus.info/

Taxi from Welwyn Garden City
Fare £22 – Journey time 25 minutes

For the latest bus travel information in Herts:
Intalink
www.intalink.org.uk/ Tel: 0300 123 4050

Hertford County Hospital

North Road, Hertford, SG14 1LP
Tel 01438 314333

Green Line Bus 724 from WGC bus station or New QEII hospital direct to hospital
Weekdays and Saturdays every hour
Sundays every two hours.
Fare £4.00 - Journey time 24 minutes
www.greenline.co.uk/

Taxi from Welwyn Garden City
Fare £15 – Journey time 25 minutes

Mount Vernon Cancer Centre

Rickmansworth Road, Northwood, HA6 2RN
Tel: 020 3826 2020

Car (or Taxi) via M25 is the most convenient.
Journey time around 40 minutes

Train from WGC to King's Cross, then – **Metropolitan Underground** line to Northwood Station, and – **Bus 282/H11** from stop C (*left out of station, right into Green Lane*) to Thirlmere Gardens (the stop for the Cancer Centre)
Journey time around 2 hours

Green Line Bus 724 from WGC bus station or New QEII hospital to Springbridge Nurseries and – **Bus 331** to Mount Vernon Hospital
Journey time around 2 hours 30 minutes

For the latest train travel information:
National Rail Enquiries
www.nationalrail.co.uk/ Tel: 03457 48 49 50

New QEII Hospital

Howlands, Welwyn Garden City AL7 4HQ
Tel: 01707 328111

Buses from WGC bus station direct to hospital:
301 weekdays & Saturdays every 30 minutes
403 Monday to Friday every 15 minutes
www.arrivabus.co.uk/
336 weekdays & Saturdays every 60 mins
www.centrebus.info/
653 weekdays & Saturdays every 30 minutes
www.unobus.info/
Fare £2.30 single, £3.50 return
Journey time 11 minutes from bus station
Green Line Bus 724 weekdays & Saturdays every hour, Sundays every two hours.
www.greenline.co.uk/
Fare £2.50 approx.
Journey time 9 minutes

Kingsley Green site

Harper Lane, Radlett, WD7 9HQ

Hertfordshire Partnership University NHS Foundation Trust provides free transport for service users and their carers to the site from the New QEII Hospital. Transport is available 8.00 am - 9.30 pm, seven days a week, all year round. For bookings or enquiries phone 01727 897484 or email transport@hpft.nhs.uk. It is preferable to give 24 hours' notice, but you can book up to one hour before you would like to be collected.

Carers and service user families who have specific transportation needs will be able to discuss this on an individual basis with their care coordinators.