

Getting to Queen Elizabeth the Queen Mother Hospital

Travel Information & How to get help with travel costs

Public Transport In Kent

Most bus services are run for profit, but some would not be viable without subsidy. Kent County Council devotes over £6.5 million annually to support socially necessary bus services.

For more information on Kent's bus services visit:

www.kent.gov.uk/publictransport



Rail Information

For rail information call National Rail Enquiries on

08457 48 49 50

www.nationalrail.co.uk

Further information can be obtained by viewing

www.eastkentnhsgettingthere.nhs.uk

Car Parking

Car parking at QEQM is limited so please use public transport if you can. Patient and visitor parking is pay and display.

Appointments to Suit You

Perhaps you use public transport and cannot get to the hospital for an early morning appointment or you have to take children to school before you leave home. When you are arranging your appointment, please remember that you can ask for an appointment at a time that suits you. If you think you are going to find it difficult to get to the hospital for the appointment time you have been offered you can ask for an alternative time.

If you cannot attend your appointment please tell the hospital immediately by calling the patients call centre on 0845 084 0500.

This guide has been produced in partnership with the East Kent Hospitals NHS Trust, the Eastern & Coastal Kent Primary Care Trust and Kent County Council's Transport Integration.

Alternative Means of Travel

Thanet Community Transport

The Thanet Community Transport scheme provides a door-to-door minibus service to those that are unable to use conventional public transport. For more details, please contact 01843 602030.

Patient Advice & Liaison Services (PALS)

Tel: 01843 234234

email: PALS@ekht.nhs.uk

You can talk to PALS who provide confidential advice and support to patients, families and carers and can provide information on the NHS and health related matters.



Voluntary Car Schemes in East Kent

Voluntary car schemes provide transport for patients and visitors who have difficulty using public transport. If you have an appointment that you cannot get to by public transport your local car scheme may be able to help.

The volunteer drivers give their time free of charge, but you will be asked to pay a mileage fee to cover their expenses, which varies slightly from scheme to scheme. Some schemes have an additional charge for administration and others have a small membership fee.

You will need to book the car scheme journey in advance, preferably 2 or 3 days, but try to give at least 24 hours notice. Remember the booking office will only be open on weekdays, not weekends.

For more details contact your local voluntary car scheme on the following numbers:

- Ashford 01233 633219
- Canterbury 01277 452278
- Deal & Dover 01304 380513
- Faversham 01795 591015
- Herne Bay 01227 366992
- Shepway 01303 253339
- Thanet 01843 590935/6
- Whitstable 01227 772248

Please note that these schemes are not run by the East Kent Hospitals Trust.

Hospital Travel Cost Schemes

Can't afford the fares?

You may be able to get help with the cost of travelling to hospital, or taking your child to hospital, for NHS treatment.

You qualify for help if you receive:

- Income Support
- Pension Credit
- Income Based Jobseekers Allowance
- Working Tax Credit and/or Child Tax Credit

If you are on low income or get help under the national asylum support system you also qualify. For further information and advice pick up leaflet HC11 from your hospital or call 0845 850 1166.

War pensioners have a separate scheme for claiming fares; for details ring the Veterans Helpline on 0800 169 2277.

Visitors

If you are going to hospital to visit a close relative or someone you live with you may also be eligible with help towards the cost of travelling to hospital. If you or your family get Income Support, Income based Jobseeker's Allowance, or Pension credit you can claim a Community Care Grant from your local Jobcentre Plus or Social Security office.

If you are visiting a War Pensioner who is a long-term in-patient, you could also be eligible for help towards your travel costs. For further information call the Veterans Helpline on 0800 169 2277.

How to claim

Go to the general office on the main corridor near the St Peter's Road entrance. You will need to take your appointment card or letter, your tickets/receipts, and your benefit award letter, tax credit exemption certificate or certificate HC2 or HC3. You can still claim if you haven't got proof of your income, but it takes longer.

Who can help me with any problems?

For local advice and support with issues about the Hospital Travel Cost Scheme, please contact QEQM Patient Advice and Liaison Service on 01843 234234.

Public Transport to Queen Elizabeth the Queen Mother Hospital

Travelling to QEQM Hospital is easy by bus and train. Frequent services operate throughout the day and evening calling at bus stops near to the main entrance.



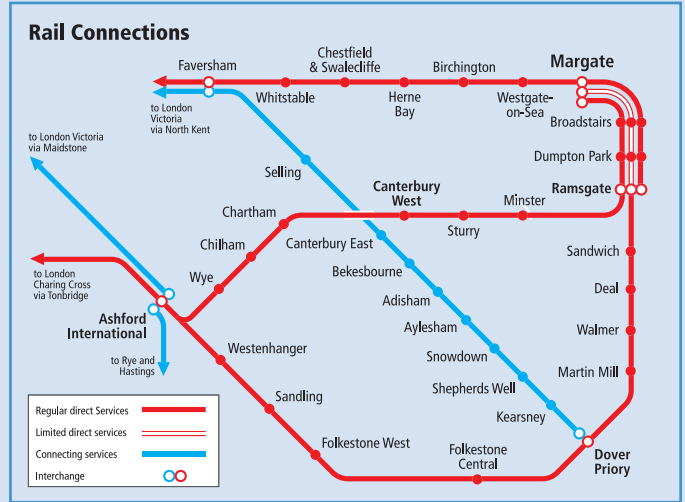
By Bus

If travelling by bus, remember a day ticket or a return ticket may cost less. Ask the driver which is the best ticket option for you. Concessionary bus permits are accepted on all services from 0930 Monday to Friday and all day Saturday and Sunday.

If your bus does not go directly to the hospital you can change buses to catch The Loop at Margate, Cecil Street or Ramsgate, Harbour.

By Rail

If you are travelling by train, the most convenient station to QEQM Hospital is Ramsgate Rail Station. The Thanet Loop bus runs a direct service every 7/8 minutes during the day, from the station forecourt to QEQM.

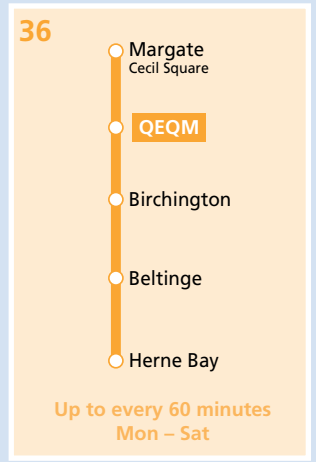
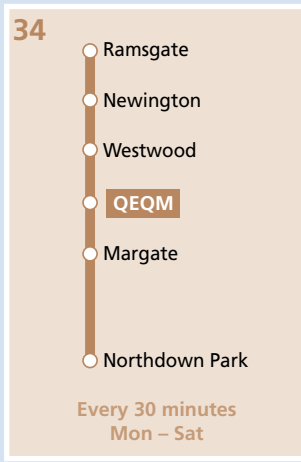
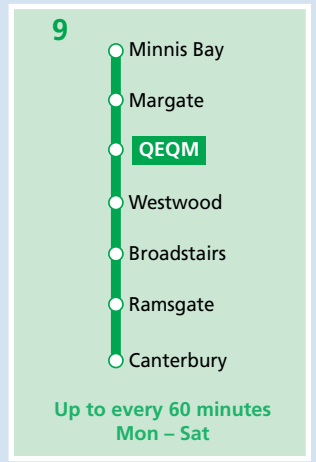


Rail & Bus Tickets

If you have a direct link to Ramsgate or Margate, it may be quicker to travel by train and bus. The Thanet Loop bus runs straight into the hospital grounds, and leaves every 7/8 minutes during the day from Ramsgate station. You can buy a combined rail and bus ticket. Ask for PlusBus when you buy your rail ticket.



Buses Serving QEQM Hospital



For full information

traveline
0871 200 22 33
www.traveline.info
(Calls from landlines cost 10p per minute)