

Getting to William Harvey Hospital



Travel Information & How to get help with travel costs

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
- Income Based Jobseekers Allowance
- Pension Credit
- 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 Finance Desk at the hospital. 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 Ashford Patient Advice and Liaison Service on 01932 723 553.

Alternative Means of Travel

Kent Karrier

Do you live in the Ashford or Shepway area and have a mobility impairment that makes travel on conventional bus and train services difficult, or live in a rural area more than 500 metres from a regular bus route? The Kent Karrier service provides accessible transport from your front door to the hospital. Phone Kent County Council on 01622 605349 for more details.

Patient Advice & Liaison Services (PALS)

Tel: 01233 616615

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

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
- Dover 01304 380513
- Maidstone 01622 677337
- Shepway 01303 253339
- Thanet 01843 590935/6

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

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 the hospital is limited, so please use public transport if you can. Both 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 appointment, or you have to take children to school before you leave home. When you arrange your appointment, please remember that you can ask for 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.

Public Transport to William Harvey Hospital, Ashford

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

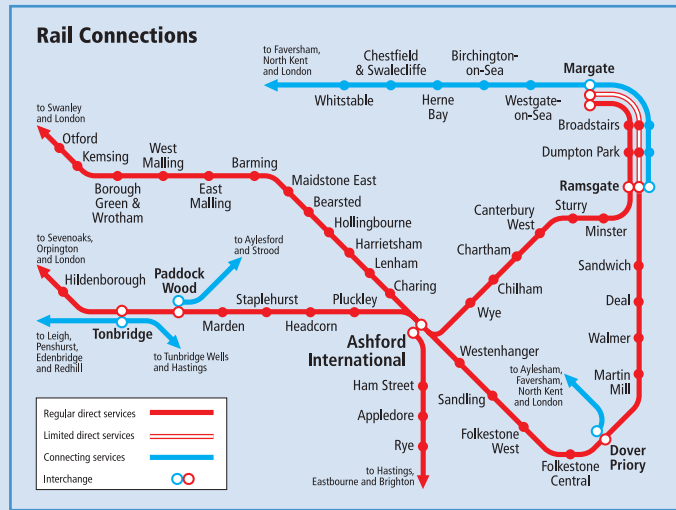
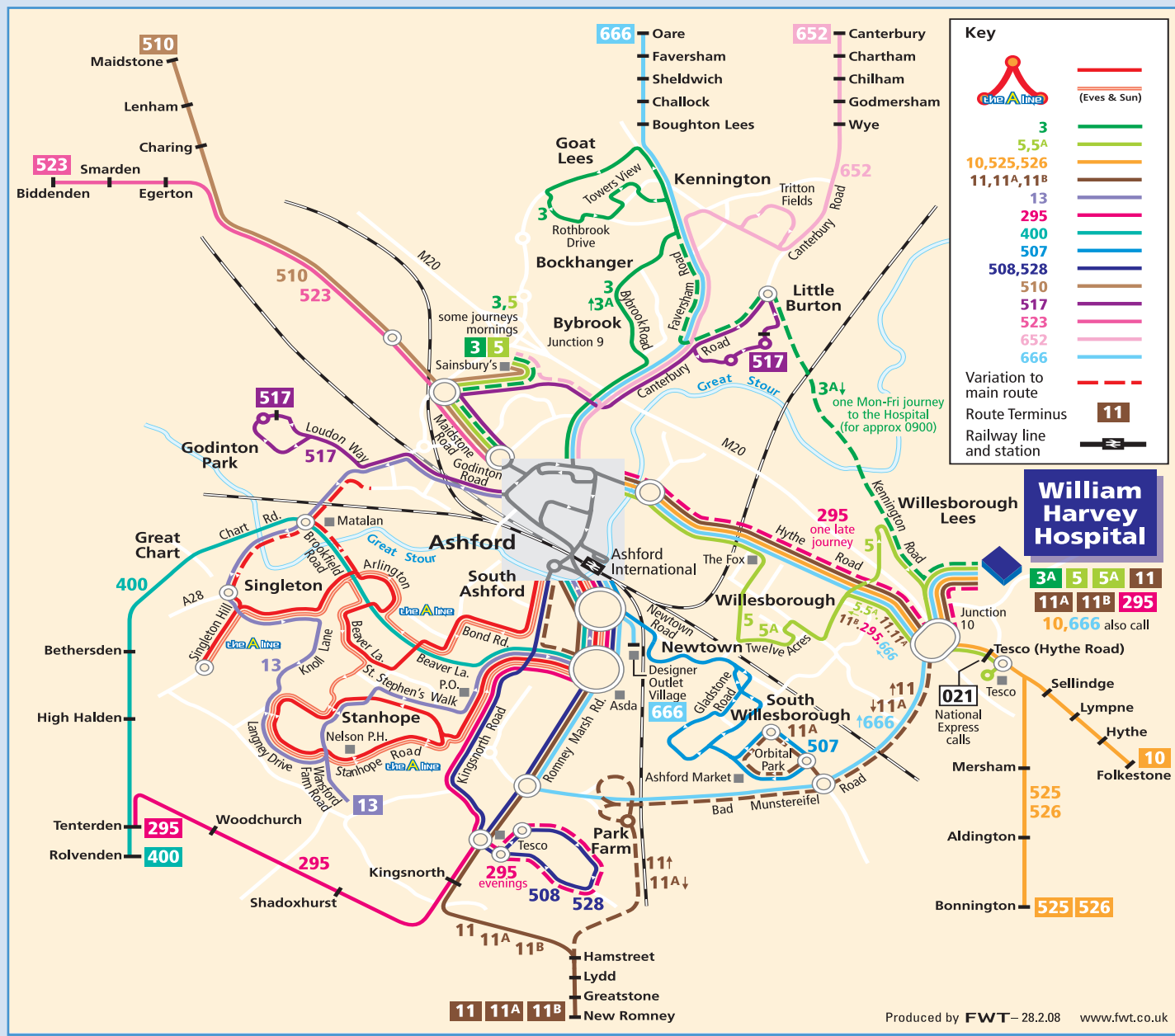


By Bus

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.

By Rail

If you are travelling by train, the nearest station to William Harvey Hospital is Ashford International. Bus service 5 runs directly for the station to the hospital every 15 minutes. Services 10 and 11 also run directly from the station to the hospital, however these are less frequent.

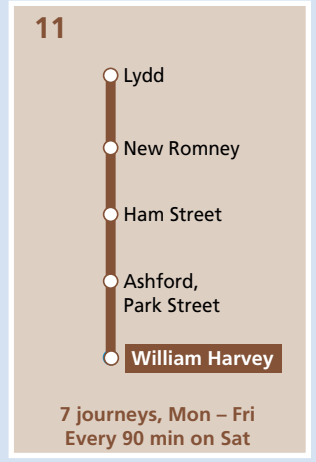
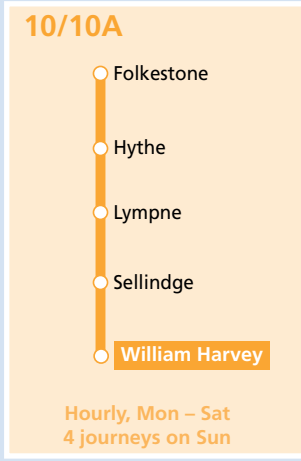
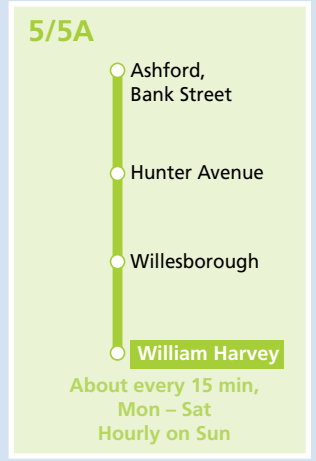


Rail & Bus Tickets

If you wish to travel by train, you can purchase a combined rail and bus ticket. The station is a short walk from Ashford town centre, where you can board a bus direct to the hospital. Ask for PlusBus when you buy your rail ticket.



Buses Serving William Harvey Hospital



For full information

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

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