



Getting places

This factsheet gives information on transport options in Uttlesford, including non-emergency transport to hospital and medical appointments. It also provides information on the help available to pay for travel to medical appointments.

Social Car Schemes

These organisations are volunteer led and therefore appreciate as much notice as possible. Always confirm the cost of the service before booking a journey. Also remember that these telephone lines are manned by volunteers so calls in the evenings and weekends are not usually appropriate.

Ashdon Volunteer Car Service - Ashdon area - medical problems only.
01799 584510

Dunmow Christian Care Group - A few days' notice preferred - weekday appointments only. Charge for petrol. Clients must be able get in and out of the car. Call between 9-5 on weekdays. 07958 496 387

Royston and District Community Services - Journeys in volunteer drivers' own vehicles, passengers are asked to make a contribution of 50p per mile, paid to the driver at the end of the journey, with a minimum charge of £4.50. Journeys in minibuses and MPV charged at a higher rate. Call or text 01763 245228

Saffron Walden Social Car Service - Saffron Walden Area - call at least 24 hours in advance. 01799 520254

Stansted Helpline - Drivers are volunteers so expect a contribution towards petrol and payment of any car parking charges. 24 hours' notice needed.
07704 553727

Uttlesford Community Travel - Transport for residents of Uttlesford who find it difficult to access normal public transport – the over 60's, the disabled or those who are rurally isolated. The service covers all types of medical appointments, travel to day centres, hair appointments, days out or visits to friends. You will need to become a member to use the service and there is a charge made. For more information call 01371 875787 or go to www.uttlesfordcommunitytravel.org

Non-emergency patient transport service

This free service is available for patients in west Essex travelling to hospital appointments if;

- They have a medical condition that means they need the skill and support of medical staff during the journey
- They have a medical condition that affects their mobility to the extent that they would not be able to get to their appointment by other means
- Other forms of transport would be detrimental to their condition or recovery.

You will need to have an assessment to determine your medical need. This can be done face to face by a doctor or nurse or may be done over the phone by the transport bookings team. Call west Essex transport advice line on 0300 123 2295.

If your appointment changes you must call to rearrange your transport.

Help with travel costs to hospital

You can claim help with the cost of travel if you are on a low income and have made an extra journey to receive NHS care after being referred by a doctor (GP or hospital doctor), ophthalmic practitioner or dentist.

When you go for treatment, tell the hospital (or place where you are being treated) that you want to claim back the cost of your journey. If your place of treatment issues payments, you will be able to claim your money back during your visit. They will ask you to show proof of your entitlement, such as your award notice, your NHS Tax Credit Exemption Certificate. You will need to keep any tickets or receipts you have as proof of the cost.

If your place of treatment does not issue payments (for example, a GP practice or dental surgery where you have been referred for specialist treatment), you will need to claim your expenses using claim form HC5(T). For further information pick up leaflet HC11 from your GP surgery.

Public Transport

Traveline is a useful website that enables you to plan your journey from door-to-door. <http://www.travelineeastanglia.org.uk/> .

You can also call on **0871 200223**. Calls cost 10pence per minute.

Taxi Services

There are a number of local taxi services, some of which have accessible vehicles.

Useful Contacts

Uttlesford Citizens Advice (for general advice and signposting to other support organisations)	01799 618840
NHS Low income scheme (for questions about help with cost of travel to hospital)	0300 330 1343
Princess Alexandra Cashiers' Office (for questions about help with cost of travel to hospital)	01279 827362
Addenbrookes Outpatient Healthcare Travel Scheme Desk (for help with travel costs to Addenbrookes)	01223 216 357
West Essex Patient Transport Service (for booking non-emergency hospital transport)	0300 123 2295
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	Dunmow Christian Care Group 07958 496 387
	Royston and District Community Services 01763 245228
	Saffron Walden Social Car Service 01799 520254
	Stansted Helpline 07704 553727
	Uttlesford Community Travel 01371 875787
Traveline (for useful public transport information)	0871 200223