



Peninsula  
NHS Treatment Centre  
Patient Guide



➤ We are committed to making sure that your time with us is as pleasant and comfortable as possible





## Thank you for choosing to have your treatment at the Peninsula NHS Treatment Centre.

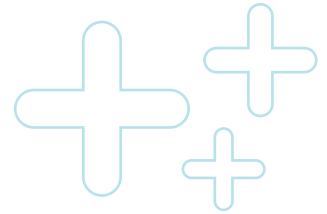
We are committed to making sure that your time with us is as pleasant and comfortable as possible.

Our priority is to ensure you receive timely, high quality treatment in pleasant, clean and comfortable surroundings.

You will be supported by attentive and caring staff who are here to help you make a smooth recovery to good health.

We have prepared this guide to give you some useful information about what you can expect at the treatment centre. In addition to details about your treatment, it also outlines helpful hints to prepare for your visit.

➤ Our staff are here to look after you, so please do ask them any questions you have or for assistance at any stage



We appreciate that hospital visits can sometimes be daunting and we will make every effort to make you feel at home. Our attentive staff will help you in any way they can. If you are staying overnight or for a few days, we offer freshly prepared food, free telephone calls, free parking, free personal TVs and free wireless internet.

Our staff are here to look after you, so please do ask them any questions you have or for assistance at any stage. They will be delighted to help.

If for any reason you have a concern about your treatment

or are upset by something then please tell us and we will do our best to resolve it.

We continue to learn and improve based on the feedback you provide, either directly to us during your visit, via our Patient Satisfaction Survey or the NHS website **[www.nhs.uk/choices](http://www.nhs.uk/choices)**, so please do take the time to tell us what you think of your experience.

Thank you and we hope you have a satisfactory experience at our treatment centre.



## ➤ We want to make sure that you are fully informed and assessed before your treatment

### Your outpatient assessment

At the Peninsula NHS Treatment Centre we want to make sure that you are fully informed and assessed before your treatment and so the first stage of your treatment will be a one-stop visit to the treatment centre for an outpatient assessment where we will typically complete any pre-treatment tests required and explain your treatment to you.

This is the ideal time to meet the doctors in charge of your care, discuss your treatment and ask any questions you would like to ask. You may like to bring a list of prepared questions with you.

Please note that all appointments are timed so that you do not need to arrive in advance of your appointment time.

If English is not your first language and you would prefer things to be explained in a language you feel more comfortable with, we offer a translation and interpretation service at the treatment centre.

Our printed information is also available in other languages, in large print and in Braille.

The treatment centre is accessible to patients and visitors with disabilities. Further information about accessibility can be found in the additional information section at the back of this guide.



You may find the following suggestions helpful for your outpatient appointment:

- write down the questions you want to ask beforehand
- bring a relative or friend with you when you are seeing the doctor
- ask if there is any written information which you can take to read

Please remember to bring any of the following relevant items with you:

- any current medications in their original packaging
- your glasses to help you fill out forms
- your diary for making future appointments

Please do not bring valuables or large amounts of money with you.

Surgical procedure appointment dates will typically be several weeks after your outpatient appointment. It is important that you are seen promptly following your outpatient appointment to ensure all test results are still valid.

Lengths of appointments can vary, so you should allow at least two hours for your appointment. We will endeavour to get you on your way as quickly as we can.

## ➤ On the day you arrive for your treatment it is important that you feel relaxed

### Preparing for your treatment

Depending on the treatment you will be having you may be just visiting us for one day or you might be staying with us overnight or for a few days.

On the day you arrive for your treatment it is important that you feel relaxed. We would suggest that you wear something light and comfortable to help make you feel at ease.

#### **When you arrive**

When you first arrive at the treatment centre, you will need to register so that we can confirm the details of your treatment. This usually only takes a few minutes. A member of staff will collect you for your appointment.

#### **Giving your consent**

It is important that you feel you have been given enough information before you agree to particular aspects of any treatment or procedure. You are always free to say no, or to ask for more information. Further details about consent can be found in the additional information section at the back of this guide.

#### **Day surgery**

Depending on the nature of your treatment you may only be at the treatment centre for a few hours or all day at most. When you book your appointment you will be told if there is any special preparation required before your surgery and you will be taken through what to expect on the day.

Typically this could involve diet and medications.

Refreshments and snacks will be provided, as appropriate, after your treatment.

Please note that day-patients must arrange for somebody to collect them and stay with them for 24 hours after their treatment in order to be discharged. Please let us know if you require support or assistance with this.



➤ If you will be staying with us during your treatment our staff will be constantly on hand to make sure that you have everything that you need

#### **Inpatient surgery**

If you will be staying with us during your treatment our staff will be constantly on hand to make sure that you have everything that you need.

At the Peninsula NHS Treatment Centre we have several services which we hope will make your stay more comfortable.

We understand that eating healthily and enjoying your food is an important part of your care, so we have a selection of menus available and we are sure that you will find some of your favourites on offer.

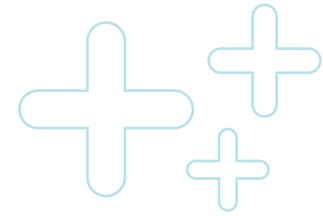
Please let us know in advance of your stay if you have any specific dietary requirements and we will do our best to cater for you.

We have a range of single ensuite rooms and same sex shared ensuite rooms for patients.

We know it is important to be able to keep in touch with friends and family and feel at home during your treatment and so we have free WiFi access for patients and we also offer free telephone calls.

Each of the beds in the treatment centre has a private television so that you can watch your favourite TV shows while you are recovering from treatment or waiting beforehand.

If you would like religious or spiritual support during your treatment we can provide access to an appropriate person from a variety of faiths and denominations.



If you are staying overnight with us during your treatment, you may want to bring:

- personal toiletries
- nightclothes
- a dressing gown
- some comfortable footwear
- something to read
- an adequate supply of any tablets or medicines which you routinely take in their original packaging
- any special cards you hold, such as steroid cards

Please do not bring valuables or large amounts of money with you.

### **Visitors**

We want your stay to be as pleasant as possible and understand the importance of seeing family and friends during your treatment, so we have a flexible visiting policy so that you and your visitors can work out what best suits you and your treatment schedule.

We would ask all visitors to report to reception upon arrival.

### **How you can help with cleanliness and infection control**

Keeping the treatment centre clean and infection free is very important. Our staff are trained to observe very high standards of hygiene. Please make sure you use the disinfectant hand wash regularly and please also let a member of staff know if you have any concerns about cleanliness at the treatment centre.

Also during any treatment you are receiving, feel free to ask any member of staff to wash their hands. We appreciate your help with this.

➤ Throughout your stay with us, please feel free to tell us about anything we could do to make your visit more comfortable

## After your treatment

### **Taking care after surgery**

It is important that you take care after your treatment. If you have any worries or concerns, please feel free to call us at any time, on our 24 hour patient advice line **01752 506 020**, to speak to a member of our clinical team.

We recommend that you arrange for a family member or friend to collect you and take you home when you are ready to leave. This ensures that you do not have to worry about getting home on your own.

When you are ready to leave the treatment centre you will be given full details of your follow-up care.

We will inform your GP within 24 hours that you have been discharged from the treatment centre and we will telephone you, usually within 24 hours of your discharge, to check that you are recovering well.





### **Your feedback and suggestions**

Throughout your stay with us, please feel free to tell us about anything we could do to make your visit more comfortable and we will endeavour to address your request. When you are ready to go home we will ask you to complete a Patient Satisfaction Survey. Your feedback and comments help us continuously improve our care at the treatment centre and we very much appreciate you taking the time to let us know your views.

Copies of our most recent Patient Satisfaction Survey report are available on our website and also from the team at reception.

We will also publish our performance in the NHS Patient Experience Surveys on our website and in future editions of this guide.

If you are upset by something, then please tell a staff member and we will try to address your concern immediately. If you like, we can also arrange for you to speak to a senior manager or clinician and they will discuss your concerns with you.

If you do not feel we have addressed your concern adequately, we have a formal complaints process that is available to you. In addition, there is a formal NHS complaints process you can embark on at any stage.

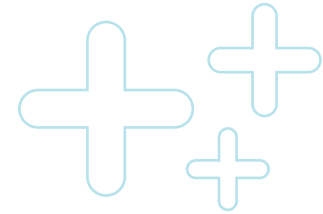
Details of the complaints procedures can be found under 'complaints' in the additional information section. In the first instance we will strive to address your complaint locally.

You can also contact your local Patient Advice and Liaison Services (PALS) to get assistance with a complaint.

Tel: **0800 0851 067**

➤ If you would like to see your medical records you are entitled to access all of the information held





## Additional patient information

<b>Accessibility</b>	<b>Page 16</b>	<b>Patient advice and liaison services</b>	<b>Page 24</b>
<b>Access to your medical records</b>	<b>Page 17</b>	<b>PALS contact details</b>	<b>Page 24</b>
<b>Confidentiality and your information</b>	<b>Page 17</b>	<b>Patient feedback</b>	<b>Page 24</b>
<b>Care Quality Commission</b>	<b>Page 18</b>	<b>Patient/user focus group</b>	<b>Page 25</b>
<b>Complaints</b>	<b>Page 18</b>	<b>Refreshments and food</b>	<b>Page 26</b>
<b>Consent – giving your permission</b>	<b>Page 20</b>	<b>Second opinions</b>	<b>Page 26</b>
<b>Contact details</b>	<b>Page 21</b>	<b>Smoking</b>	<b>Page 26</b>
<b>Fire alarms</b>	<b>Page 21</b>	<b>Summary statement of purpose</b>	<b>Page 26</b>
<b>Infection control</b>	<b>Page 22</b>	<b>Travelling to the treatment centre</b>	<b>Page 28</b>
<b>Monitoring quality through audit</b>	<b>Page 24</b>	<b>Visitors</b>	<b>Page 31</b>

## ➤ Every effort is made to accommodate each patient and meet their requirements

### Additional patient information

#### **Accessibility**

We take our responsibilities for patient care very seriously. We will make every effort to accommodate you and meet your requirements. If you have a disability we will work with your referrer as appropriate to identify, in advance, the care and support required to enable you to have a positive visit to the treatment centre and receive any support that you need. As part of this service we will agree a tailored support plan with you.

Our treatment centre is accessible to patients and visitors with disabilities. Dedicated parking bays are available close to the main entrance to the treatment centre.

Access for wheelchair users is through the main entrance. All areas of the treatment centre are accessible to wheelchair users by means of ramps and lifts.

Portable hearing loops are available at the main reception desk.

Our patient information is available in a range of languages, large print and Braille on request from the main reception desk.

We also have an interpretation service available to support you if English is not your first or preferred language.

Patients are entitled to ask for a chaperone to accompany them during their appointment.

Please let us know if you require any of these services.

Patients can also request a doctor of a particular sex to care for them during their treatment if so desired. We would ask patients who would prefer a doctor of a specific sex, to advise us of their preference, in advance of their appointment, so that we can make the necessary arrangements for them.

The treatment centre complies with the Disability Discrimination Act requirements.

**Access to your medical records**

If you would like to see your medical records you are entitled to access all of the information held on computer and paper systems.

If you would like access to this information whilst at the treatment centre, please speak to a member of staff. If you would like to receive copies of your medical records after your visit please write to:

**Registered Manager,  
Peninsula NHS Treatment Centre,  
20 Brest Road,  
Plymouth International Business Park,  
Plymouth  
PL6 5XP**

There will be a charge of £25.00 to cover administration costs.

**Confidentiality and your information**

We take great care to ensure that we only ever pass on information about you if people have a genuine need to know. We are committed to data protection and take great care to comply with the requirements of the Data Protection Act 1998, Care Quality Commission, NHS and other professional codes of conduct. Medical records are kept according to the Caldicott principles.

All staff working at Peninsula NHS Treatment Centre have a legal duty to keep information about you confidential.

It is important that we know with which family members or friends we may share information about you. When you first attend the treatment centre and register we will ask you for the name and contact details of your next-of-kin. This person does not need to be related to you but should be able to reflect your wishes at all times, even if you are, or become unable to do so yourself.

Sometimes the information that you give us has to be shared with other people so that we can treat you efficiently, manage our services and improve health and social care for the future. Wherever we can, we remove details which identify you personally.

## ➤ We will endeavour to make sure that you have a very satisfactory experience at the Peninsula NHS Treatment Centre

### **Care Quality Commission**

The Care Quality Commission is the independent regulator of health and social care in England. Peninsula NHS Treatment Centre is registered with the Care Quality Commission. The Care Quality Commission can provide you with a copy of the Annual Inspection Report and you can make any comments concerning our service directly to the Care Quality Commission as follows:

**Care Quality Commission  
National Correspondence,  
Citygate,  
Gallowgate,  
Newcastle upon Tyne  
NE1 4PA**

**Phone Number 0300 061 6161  
[www.cqc.org.uk](http://www.cqc.org.uk)**

### **Complaints**

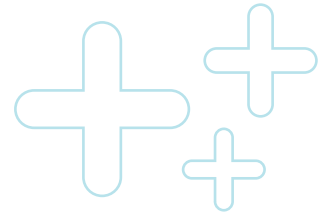
We will endeavour to make sure that you have a very satisfactory experience at Peninsula NHS Treatment Centre and that you are well cared for at all times. However, if you feel dissatisfied or are upset with any aspect of the treatment centre, please do not hesitate to tell a member of staff or ask to see the senior manager and we will do our best to resolve any concerns you may have.

If we are unable to resolve your concerns or should you wish to make a formal complaint, our complaints procedure is as follows:

Patients can complain directly to the Registered Manager at:

**Peninsula NHS Treatment Centre,  
20 Brest Road,  
Plymouth International Business Park,  
Plymouth  
PL6 5XP**

- All complaints are dealt with in a confidential manner and are fully investigated.
- All complaints will ordinarily be acknowledged within two working days, with a detailed written reply within 20 working days if we are not able to resolve the problem there and then.



- If a complaint is serious and takes longer to resolve, we will update you on progress regularly.
- If you are unsure about which complaints procedure you need to follow, the Registered Manager or a Senior Manager will be happy to provide advice and guidance.
- In addition, you have access to the NHS complaints procedure which you can pursue at any stage of a complaint.
- You may also make comments concerning our service or obtain access to the NHS complaints procedure through

your local Primary Care Trust or through the Chief Executive of Plymouth Primary Care Trust:

**The Chief Executive  
NHS Plymouth,  
Building One,  
Derriford Business Park,  
Derriford,  
Plymouth,  
PL6 5QZ**

Tel: **01752 315 315**  
**[www.plymouthpct.nhs.uk](http://www.plymouthpct.nhs.uk)**

- You can also contact your local Patient Advice and Liaison Service (see PALS section) to get assistance with a complaint.

- If resolution cannot be reached through these means, patients can take their complaints to the Parliamentary and Health Service Ombudsman:

**The Parliamentary and Health  
Service Ombudsman,  
Millbank Tower,  
Millbank,  
London  
SW1P 4QP**

Tel: **0345 015 4033**  
Fax: 0300 061 4000  
Email:  
[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
**[www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

## ➤ It is important that you feel you have been given enough information before you agree to particular aspects of any treatment or procedure

### **Consent – giving your permission**

The medical staff at the treatment centre will ask you to agree to any form of examination, treatment, or care provided for you.

It is important that you feel you have been given enough information before you agree to particular aspects of any treatment or procedure. You are always free to say no, or to ask for more information. If you require information in a language other than English, please ask a member of staff for access to our interpreter service.

There are different ways in which you can give your consent.

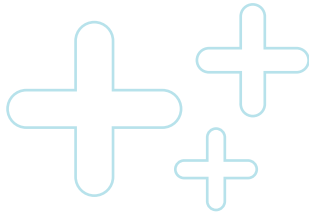
This could be simply offering your arm when a nurse asks to take your blood pressure. By offering your arm you are giving implied consent without actually saying anything in words.

Sometimes you will give your spoken consent. In certain circumstances, you will also be asked to sign a consent form.

The health professional must explain the risks and benefits of the treatment or examination, any available alternative procedures and the risks and benefits if you choose to do nothing for the time being. You may also be given some written information about the procedure that has been planned for you.

It is important that you understand the information you have been given. Ask questions if you do not understand or if you want more information.

Your treatment plan may involve one or more treatments. You will be asked to sign written consent forms for most treatments. Treatments such as dressings do not need written consent, only verbal consent. As part of our audit and quality assurance process we will record some procedures and operations. Please inform your doctor if you do not wish to take part in this process.



A consent form is a written record that you have agreed to the planned treatment.

The main benefits and risks associated with the treatment will be written on the consent form before you sign it. You will be given a copy of the document. Additionally, before each treatment starts, you will be asked to confirm verbally that you agree to each treatment.

It is important to remember that once you have made a decision about your treatment, you can change your mind at any time, even after you have signed a consent form.

#### **Contact details**

If you are visiting us or writing to us, our address is:

**Peninsula NHS Treatment Centre,  
20 Brest Road,  
Plymouth International Business Park,  
Plymouth  
PL6 5XP**

If you have any questions you would like to ask please contact us through any of the following means:

Tel: **01752 506 070**

Fax: 01752 506 069

Email: [peninsula@uk-sh.co.uk](mailto:peninsula@uk-sh.co.uk)

Our website address is:

**[www.uk-sh.co.uk](http://www.uk-sh.co.uk)**

#### **Fire alarms**

Our fire alarms are tested once a week and a member of staff will inform you when these tests are about to commence. In the unlikely event of a fire occurring please follow the advice of our staff, who have been trained in fire safety.

If you discover a fire, please contact a member of staff or go to the nearest break-glass point and raise the alarm.

## ➤ We have a dedicated management team responsible for all aspects of infection control, including monitoring cleanliness and training staff

### **Infection control**

Keeping the treatment centre clean and infection free is very important.

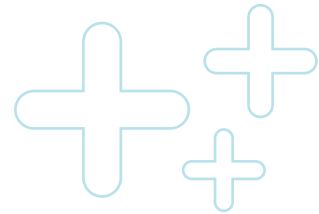
We have a dedicated management team responsible for all aspects of infection control, including monitoring cleanliness and training staff. The team produces quarterly reports (which form part of the Clinical Outcomes Report – available on request) and meets quarterly to review infection control issues.

Cleaning services within the treatment centre are monitored daily by the treatment centre and the cleaning contractor. Patients can also review and feedback on the cleanliness of the treatment centre through the Patient Satisfaction Survey.

MRSA (Methicillin Resistant Staphylococcus Aureus) is not a risk to healthy people but is one of the most common organisms involved in Hospital Acquired Infection. Methicillin is an antibiotic like Penicillin.

Staphylococcus Aureus is the most common type of bacteria which can infect humans. About one third of healthy people have this organism living harmlessly on their skin or in their nose without causing any infection but it is more of a problem to patients with deep wounds, catheters or drips which allow the organism to enter the body.

C. Difficile (Clostridium Difficile), another common organism involved in Hospital Acquired Infection, is also a bacteria which resides naturally in the body but which can become overpopulated and begin to release harmful toxins.



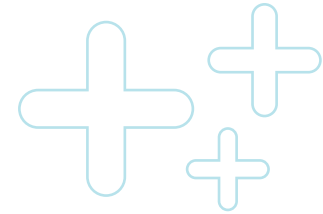
### **What we are doing to reduce infection**

- our staff receive regular training
- our staff wash their hands thoroughly before and after every patient contact
- we have robust treatment centre policies on infection control
- we regularly monitor and audit aspects of infection control including our cleaning services
- we swab every patient for MRSA and C. difficile, and treat them appropriately

### **What you can do to reduce infection**

- rinse your hands with disinfectant upon arrival and keep them clean throughout the day, especially before meals
- disinfectant hand wash is available throughout the facility - use it as you wish during your stay
- follow good personal hygiene practices
- wear closed-in shoes or slippers – do not walk around bare footed
- report any concerns you have about cleaning to a member of ward staff
- ask staff and visitors if they have washed their hands before they provide you with any care and discourage visitors from sitting on your bed
- avoid contact with your friends or family who have an infection

## ➤ Every aspect of your care is rigorously monitored through the use of continuously audited quality assurance and clinical governance systems



### **Monitoring quality through audit**

Every aspect of your care is rigorously monitored through the use of continuously audited quality assurance and clinical governance systems. As part of our ongoing audit, your data will be used to monitor and assess our quality and performance. Any data that is used in our reports will be anonymous and will not identify you or any other patients.

In addition, we will ask for your permission to contact you approximately four to six weeks after your procedure as part of our quality process.

Each year, UKSH publishes its Annual Outcomes Report for each treatment centre.

These are available on our website at [www.uk-sh.co.uk](http://www.uk-sh.co.uk). In addition, UKSH publishes outcomes by individual doctor and these are sent to local GPs.

### **Patient Advice and Liaison Services (PALS)**

There is a PALS in every NHS trust. You can talk to PALS who provide confidential advice and support to patients, families and their carers and can provide information on the NHS and health related matters. They can also advise you on how to take your complaint forward or help you to resolve it informally.

Tel: **0845 155 8123**

Email: [pals@phnt.swest.nhs.uk](mailto:pals@phnt.swest.nhs.uk)

### **PALS contact details**

**Patient Advice & Liaison Service  
General Office  
Level 7  
Derriford Hospital  
Plymouth,  
PL4 8DH**

If you are looking for a Local PALS service other than Plymouth, visit [www.pals.nhs.uk](http://www.pals.nhs.uk)

### **Patient Feedback**

When you are ready to go home we will ask you to complete a Patient Experience Survey. You can return this to us in the pre-paid envelope supplied.

Your feedback and comments help us continuously improve our care at the treatment centre and we very much appreciate you taking the time to let us know your views.

You may also be contacted by the Care Quality Commission and be asked to take part in their Patient Experience Survey and rate your experience at Peninsula NHS Treatment Centre.

On the NHS website ([www.nhs.uk/choices](http://www.nhs.uk/choices)) you can leave feedback about your visit to Peninsula NHS Treatment Centre. This is a valuable resource for other NHS patients and your experiences will enable them to choose where they want to be treated in the NHS.

We appreciate all feedback as this helps us assess our performance and make any changes or improvements to ensure every patient receives the highest quality of care while at Peninsula NHS Treatment Centre.

#### **Patient/user focus group**

Peninsula NHS Treatment Centre operates a Patient/User Focus Group where the views of patients are sought on service developments and improvements.

The outcome of these meetings is fed directly into the Clinical Governance and Quality Improvement reports which are available on request.

If you would like to join this Group, please contact the Registered Manager at:

**Peninsula NHS Treatment Centre,  
20 Brest Road,  
Plymouth International Business Park,  
Plymouth  
PL6 5XP**

Tel: **01752 506 070**  
Fax: 01752 506 069  
Email: [peninsula@uk-sh.co.uk](mailto:peninsula@uk-sh.co.uk)

## ➤ We specialise in delivering rapid access to elective and diagnostic procedures for NHS patients

### **Refreshments and food**

At Peninsula NHS Treatment Centre we provide a selection of healthy meals for patients.

We also have a restaurant which is open to patients, visitors and staff. Meals, refreshments and snacks will be available to you throughout your stay with us.

### **Second opinions**

We hope that you are happy with your doctor and the treatment proposed for you. In the unlikely event that you are not satisfied we advise that you discuss this initially with your doctor at the treatment centre.

If you feel unable to do this, we would recommend that you contact a senior member of the treatment centre clinical staff or discuss the options with your GP, including obtaining a second opinion if this would help to allay your concerns.

### **Smoking**

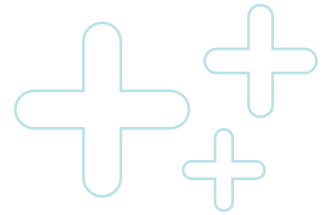
Peninsula NHS Treatment Centre operates a strict no smoking policy. This means that smoking is not allowed in any part of the building, grounds or car park and applies to patients, visitors and staff.

### **Summary statement of purpose**

At Peninsula NHS Treatment Centre we specialise in delivering rapid access to elective and diagnostic procedures for NHS patients.

The treatments we deliver at Peninsula NHS Treatment Centre include:

- Joint Surgery
- Minor Orthopaedic Surgery
- Diagnostics



Our aim is to deliver care of the highest quality. This means that we strive to achieve:

- the best possible clinical results
- an outstanding patient experience, in clean pleasant surroundings, delivered by caring, patient-focused staff
- the highest levels of efficiency, by making sure our services are well ordered and on time



➤ There are a number of ways to travel to the treatment centre including a range of public transport options



### Travelling to and from the treatment centre

Peninsula NHS Treatment Centre is located at:

**20 Brest Road,  
Plymouth International Business Park,  
Plymouth  
PL6 5XP**

There are a number of ways to travel to Peninsula NHS Treatment Centre including a range of public transport options. We also have free on-site parking should you choose to drive to the treatment centre.

**Travel by bus**

From Plymouth City Centre to Tavistock Road No. 7, 10, 11, 12, 28, 29, 34, 39, 42, 58, 61, 62, 67, 68, 83, 86, 92, 93.

From Plymouth City Centre to Derriford Hospital No. 46, 47, 50.

From Saltash/Plympton to Derriford Hospital No. 52.

For further information please contact our switchboard on **01752 506 070** or Travel Line on **0871 200 22 33** or visit **[www.traveline.org.uk](http://www.traveline.org.uk)**

**Travel by taxi**

Details of local taxi companies are available from the treatment centre's main reception.

**Travel by car**

Please refer to the map (left). The treatment centre is signposted with AA signs in the vicinity.

**Travel by train**

Plymouth Train Station in the city centre is about a 10 minute taxi ride away. For further information on train operators and times please contact National Rail on **08457 484950** or **[www.nationalrail.co.uk](http://www.nationalrail.co.uk)**

**Parking**

Car parking is provided at the treatment centre. Multiple disabled bays are also located adjacent to the main entrance to the treatment centre.

There is no charge for parking at the treatment centre.

Please bear in mind that on busy days parking spaces may be limited.

## ➤ Certain patients who have specific medical needs will be entitled to free transportation when travelling to and from the treatment centre

### **Patient transport services**

Some patients who have specific medical needs will be entitled to transportation, in line with NHS policy. The service is only for patients who require the skills of ambulance staff or whose mobility issues mean travelling by other transport would be detrimental to health. Patient Transport Services may also be provided to a patient's escort where their particular skills and/or support are needed. Please contact the treatment centre for more details.

Any request for NHS funded transport assistance must be authorised by your GP or senior health care professional. We will arrange transport once we have authorisation.

### **Help with travel costs**

If you are in receipt of certain benefits or on a low income, you may be entitled to help with your travel costs to and from the treatment centre.

If you are on Income Support, Income-based Job Seekers Allowance, Child Tax Credit, Working Tax Credit, Working Tax Credit including disability element or pension credit you may be entitled to assistance and should contact the treatment centre in advance for confirmation.

If you are eligible, reimbursement can be made on the date of your visit and you will need to ensure you bring the following documents with you:

- The relevant receipts
- Evidence of your receipt of benefit (please check with the treatment centre the evidence required)
- A patient attendance form which can be obtained from the treatment centre reception

Once these have been provided, reimbursement will be made. In the event any of this information is not provided at the time of your visit, reimbursement will be made retrospectively, and your claim should be submitted within three months of your appointment.

Please note that the mode of transport used should be the cheapest and most appropriate for



you based on your current medical state. If you need to use a taxi, your Consultant or GP will need to confirm there is a medical need for this and complete a 'travel authorisation form' which will also need to be presented at the time of reimbursement.

If you are not in receipt of any of the qualifying benefits, but are on a low income, you will need to ask for form HC1 from your local Department of Social Security (DSS) or post office. This will then need to be returned to the Prescription Pricing Division who will confirm your eligibility to your local PCT who will arrange the necessary reimbursement.

Please contact the treatment centre or your local PCT if you require any further information.

### **Visitors**

We want your stay to be as pleasant as possible and understand the importance of seeing family and friends during your treatment, so we have a flexible visiting policy so that you and your visitors can work out what suits you and your treatment schedule best.

We would ask all visitors to report to the reception upon arrival.



