

## Useful information

### Help with Cost (HTCS)

Patients maybe entitled to help with travel, parking, and toll costs if they receive the following benefits: -

- Income Support
- Income base job seekers Allowance
- Income related Employment and Support Allowance
- Pension Credit Guarantee Credit
- Universal Credit
- On a low income and is named on the certificate of a HC2 or Hc3

To find out more call the national helpline on 0300 330 1343 and ask for a leaflet called "Help with Health Care" or visit their website at [www.nhs.uk/nhs-service/help-with-health-cost](http://www.nhs.uk/nhs-service/help-with-health-cost)

The information provided in this leaflet was accurate at the time of print, however all information including criteria and pricing is subject to change and therefore we advise that you check prior to attending any appointments that the information is still accurate.

This leaflet can also be found in other formats if needed

### Contact details

Orthotics Department  
Ground Floor Beauchamp Centre  
Mount Gould Hospital  
Mount Gould Road  
PL4 7QD  
**Tel: 01752 434229**  
**Email:**  
[Livewell.plymouthorthotics@nhs.net](mailto:Livewell.plymouthorthotics@nhs.net)



Livewell Southwest



@livewellsw

## Patient Transport



Transport Options for Orthotic Patients  
(July 2024)

*We support people to lead independent, healthy lives*

This leaflet has been created to signpost our patients with the options that may be available to them to help support them with their transport needs when attending medical appointments.

### **Transport that patients can use :**

Forms of transport that patients can use to attend medical appointments.

#### **Ambulance Transport**

##### **Eligibility Criteria:**

- Patients unable to use any other form of standard transport.
- Patients with mobility issues
- Patients who need additional medical support on the journey.

#### **Dial a Ride**

Is a door-to-door transport service for Plymouth residents who are eligible for a bus pass but struggle to access the bus service.

This service operates Monday to Friday 9.15am to 4.15pm.

Can be booked 1 week in advance, bookings need to be booked in before 2pm.

The service has 2 spare wheelchairs for patients to us.

##### **Prices:**

Return trip is free of charge.

1-2 miles £6.00

3 – 4 miles £8.00

5-8 miles £13

Carers can accompany patient for £3.00.

Tel: 01752 600633

#### **Tavistock Area Support Services (TASS)**

Provide a voluntary car service to support people to get to medical appointments.

Tel: 01822 617525

Price: Voluntary Car - £5.00 admin fee

Booked via transport service 50p per mile (paid to the driver)

#### **Ivybridge and District Community Transport Association**

Is a charity covering South Brent, Yealmpton, South Hams and Ivybridge

The service ask for a small fee.

Tel: 01752 690444

[more information can be found on their website  
www.ringandride.net](http://www.ringandride.net)

#### **Yelvercare**

A small charity who provide transport service to anyone living in the Yelverton area.

Tel: 07775695864 to book transport. The office is open Monday – Friday 10am -1pm

#### **Modbury Caring**

A transport service for people living in the Modbury area who need transport to and from medical appointments.

The service does not charge for their transport service but ask clients to contribute.

Suggested donations are:

£3 - £6 to The Health Centre and South Hams Hospital

£22 for longer journeys to Derriford or Torbay hospitals

Tel: 01548 830666

#### **Norton Brook Patient Transport Service**

Provide a transport service for patients who are registered at Norton Brook Medical Centre. The service will provide transport to and from the medical centre, South Hams Hospital, and other services within the Kingsbridge area.

Tel: 01548 855128 booking can be weekday mornings 8.30am – 11.30am.

[There is an answerphone for out of hour queries.](#)

Clients will need to give 2-3 days' notice and there is no set charge, but the service does ask for a donation towards the cost of the driver's fuel expenses.

#### **Public Transport**

The Orthotic clinic is near a major bus route. The 2 buses are the 23 and 24 bus, which are regular throughout the day.

At Derriford there are several bus services that go to Derriford Hospital

Patients with disabilities and a bus pass may be entitled to a 'companion pass' this is free travel to someone who is accompanying you to your medical appointment.

#### **Taxi**

Taxi drivers have a legal duty to help passengers in and out of their vehicle (unless medically exempt) and making sure wheelchairs are secured safely.

For further details please visit [www.plymouth.gov.uk/helping-disabled-passengers](http://www.plymouth.gov.uk/helping-disabled-passengers)