

Help with Travel Costs (HTCs)

You may be entitled to help with travel, parking and toll costs, if applicable, if you receive the following:

- Income Support
- Income based Job Seekers Allowance
- Income related Employment and Support Allowance
- Pension Credit Guarantee Credit
- A NHS Tax Credit exemption certificate
- Universal Credit
- On a low income and is named on certificate HC2 or HC3

To find out more call: 0300 330 1343 for 'Help with Health Costs' leaflet, or visit: www.nhs.uk/nhs-services/help-with-health-costs.

Useful information

If you have any questions about the information in this leaflet, please contact the Community Neuro Rehab Team (CNRT).

Contact details

Community Neuro Rehab Team

Local Care Centre

200 Mount Gould Road

Plymouth

PL4 7QD

Tel: 01752 434810 (08.00—17.00)

Email: livewell.cnrtreferrals@nhs.net



Livewell Southwest



@livewellsw

Community Neuro Rehab Team

Patient Information Leaflet

Transport Options for Neuro/Therapy Patients

(Reviewed: February 2025)

Why have I been given this leaflet?

This leaflet provides information about local transport options, to help make attendance of your therapy session as easy as possible.

Whilst we appreciate that it can be difficult to attend, it is vital to support your recovery.

Friends and Family

Being taken to appointments by a friend or a family member is the preferred option however, we do recognise that this is not an option for everyone. There is an onsite café where friends and family can wait whilst you are with us.

Public Transport in Plymouth, South Hams and West Devon

Our outpatient gym is located in the Local Care Centre at Mount Gould Hospital, which is on a main bus route. If you have a disability and a bus pass, you may be entitled to a 'companion pass' offering free travel to someone accompanying you.

- For details in Plymouth call: 01752 668000 or visit: www.plymouth.gov.uk/plan-your-bus-journey
- For Devon call: 0345 155 1004 or visit: www.traveldevon.info/bus

- Devon County Council can also help with buses by telephone: 01392 382800 or visit: www.devon.gov.uk/buses

Taxis

If you need assistance, taxis have a legal duty to help passengers (unless medically exempt) by offering reasonable help to someone getting in and out of a vehicle, making sure they are safe and a wheelchair is secured correctly. For further details visit: www.plymouth.gov.uk/helping-disabled-passengers

Access Plymouth

Access Plymouth is a non-profit organisation, run by volunteer drivers, that provides a door to door travel service, available to all patients within the Plymouth area. There is a minimal fee.

Call: 01752 600633
or visit: www.accessplymouth.co.uk

Yelvercare

Yelvercare are a small charity offering transport and other services for residents of Yelverton.

Call: 07775 695864

Ivybridge & District Community Transport Association

A charity covering Ivybridge, South Brent and Yealmpton.

Call: 01752 690444
or visit: www.ringandride.net

Modbury Caring

A transport service for patients registered with Modbury Health Centre who have no other means to get to hospital appointments.

Call: 01548 830666
or visit: www.modburyhealthcentre.co.uk/modbury-caring

Tavistock Area Support Services

A voluntary organisation who provides expert advice on travel options in the West Devon area.

Call: 01822 617525
or visit: www.tasstavistock/org/uk