

Help with Travel Costs (HTCS)

Patients (and sometimes their escort) may be entitled to help with travel, parking and toll costs if they receive:

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

To find out more please call the national helpline on 0300 330 1343 and ask for the leaflet 'Help with travel costs' or visit:

www.nhs.uk/nhs-services/help-with-health-costs

Useful Information

Falls Physiotherapist Clinic Locations:

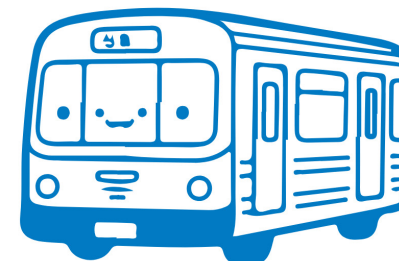
Cumberland centre, Devonport

Local Care centre (LCC), Mount Gould

FaME Assessment Clinic Locations (one-off assessment):

Local Care centre (LCC), Mount Gould

Clinic Appointment Transport Options



Contact details

Falls Prevention Team

Tel: 01752 437177

Email: livewell.fallstherapyteam@nhs.net



Livewell Southwest



Livewell Southwest

We support people to lead independent, healthy lives

Attending your appointment.

We appreciate that attending appointments may be costly or difficult. This leaflet aims to provide information regarding the available transport options. Hopefully this will make attending appointments as easy as possible.

Friends and Family

We recognise that this option is not available to everyone.

Taxis

If you need assistance, taxis have a legal duty to help passengers (unless medically exempt). For example offering reasonable help to get in or out of a vehicle, making sure they are safe or that a wheelchair has been secured properly. For further information please visit: www.plymouth.gov.uk/helping-disabled-passengers

Devon Access Taxis

A specialist wheelchair taxi service for Plymouth. Call 01752 666444 or visit their website: devonaccesstaxis.co.uk

Access Plymouth/Dial-A-Ride

A not-for-profit organisation run by volunteer drivers available to Plymouth residents who are eligible for a bus pass. They charge a minimal fee for a round trip. Call 01752 600633 or visit: www.devonservices.org.uk/service/access-plymouth-community

Public transport

Most of our clinics are available on a bus route. Please find information on bus times and routes using the information below. If you have a disability and a bus pass, you may be entitled to a 'companion bus pass' that would give someone accompanying you free travel.

- For Plymouth call 01752 668000 or visit: www.plymouth.gov.uk/plan-your-bus-journey
- For Devon call 01392 383688 or visit www.traveldevon.info/bus
- For South Hams call First Bus on 0345 646 0707 or visit www.firstbus.co.uk
- Stage Coach, call 0345 241 8000 or visit www.stagecoachbus.com
- Devon County Council can also help with transport. Call 0345 155 1015, or visit www.devon.gov.uk

Yelvercare

A small charity offering transport and other services for the residents of Yelverton. Call 07775 695864.

Tavistock Area Support Services

A voluntary organisation providing expert advice on travel options in the West Devon area (Tavistock to Okehampton). Call 01822 617525 visit www.tasstavistock.org.uk

Non-Emergency Patient Transport Services

Some patients will be eligible for non-emergency patient transport services (PTS) These services would provide free transport to and from appointments for patients who have a medical condition requiring additional medical support during their Journey. They would be medically unfit to travel by any other means.

PTS is only available to patients registered with a Devon GP and have strict criteria.

If you require this please call 0345 155 1009.

Community Transport

A chargeable service that covers Cornwall and South Devon. Please call 01872 223388 for more information or visit www.ageuk.org.uk

Ivybridge & District Community Transport Association

A charity covering Ivybridge and South Brent. One week's notice of appointment is required. Call 01752 690444 or visit their website: www.ringandride.net