

Information Sheet



10. Non-emergency patient transport services

Some people are eligible for non-emergency patient transport services (PTS). These services provide free transport to and from hospital for people who have a medical need for it. Your GP or the healthcare professional who referred you to hospital can discuss with you whether you have a medical need for transport. Patient transport services may not be available in all areas.



Refunds of hospital transport costs

You may be able to claim a refund of the cost of transport to hospital or other NHS premises through the Healthcare Travel Costs Scheme (HTCS) if you:

- are not eligible for PTS
- cannot meet the cost of travelling to hospital
- cannot get a friend or relative to take you

There are conditions you must meet to be eligible for a refund under this scheme.

1. At the time of your appointment, you or your partner (including civil partners) must be receiving one of the qualifying benefits or allowances, or meet the eligibility criteria of the [NHS Low Income Scheme](#).
2. Your journey must be made to receive NHS-funded non-primary medical or non-primary dental care services, to which you have been referred to by a GP, dentist or hospital consultant.
3. For referrals made by a primary practitioner such as a GP or dentist, the service must be provided on a different day and in premises other than those occupied by the practitioner who made the referral.

To apply for help with health costs, please see form HC11 for more information. This can be obtained from your GP or the internet.