

# Patient travel guidance for travel to Golden Jubilee National Hospital, Clydebank

Information for patients

---

This booklet tells you how to claim back your travel costs if you travelled by private car or public transport to the Golden Jubilee National Hospital. It also tells you how to arrange accommodation and gives you information on alternative modes of travel.

## Who is eligible?

Any NHS Lothian patient can claim back travel costs if they have to travel to the Golden Jubilee National Hospital for treatment. This excludes taxi costs.

## Are there any costs and, if so, what financial support is available?

### Travel costs

If you can travel directly from home, we will refund the full cost of the **public transport** for each visit if you send us all your receipts or tickets from the journey.

If you need someone with you, we will also pay the travel costs for **one** other person to escort you. You must send us that persons travel receipts or tickets along with your own.

### Travelling by car

If you travel by car, we will pay a standard rate of expenses for each mile you travel, for each visit you make, from the patient's home address.

### How to claim a refund of your travel costs

Complete the attached expenses form and hand in to reception staff on arrival at hospital so they can sign and stamp it for you. Post your completed form **within 90 days** of the journey **with the original receipts** to: -

Cashier's Office  
Western General Hospital  
Crewe Road South  
Edinburgh

You also have the option to call in to your nearest Cashier's office to collect money in person – see additional information provided with expenses form.

**Please note: No other costs will be refunded by NHS Lothian.**

### Travel by train

- The "Helensburgh" train runs from Edinburgh Waverley to Dalmuir Station which is a short walk from the Golden Jubilee National Hospital.
- If you have difficulty walking, you may be able to arrange to be collected from Dalmuir Station. This service is free and provided by Golden Jubilee National Hospital but is dependent on transport availability so cannot be guaranteed. Those looking to access

this service are advised to arrange in advance before you travel by calling 0141 951 5518, stating the date of travel and which train you will be arriving on.

- We will be able to refund the rail costs for the patient and one escort.

### **Accommodation for patients and relative/escort if applicable**

If you have been given a time for your admission that is **before 8.30am** you and your relative/escort can stay at the Beardmore Hotel – adjacent to the Golden Jubilee National Hospital - the night before your treatment. Please note there will be no charge for the accommodation, but you and your relative/escort will need to pay for any food or drink you have at the Beardmore Hotel.

If you want your relative/escort to stay with you after your treatment you will need to pay for this yourself. The Beardmore Hotel will give you a discount, but you must organise this with the Beardmore Hotel.

### **Visitors travel reimbursement (from Lothian, Fife, Borders only)**

- If you expect to be in hospital for three days or longer, we will refund the full travel costs for one visitor every third day.
- If your visitor uses public transport, you must send us all the tickets and receipts.
- If your visitor travels by car we will refund the mileage by paying a standard rate of expenses for each mile travelled.

A Patient Travel Expense Claim form (see attached) must be completed for each journey and signed and stamped by hospital staff. The form must be submitted along with all original receipts **within 90 days** of the journey being made.

**Please note: No other costs, including taxis, will be refunded by NHS Lothian.**

### **Who do I contact if I cannot attend? Contact telephone numbers**

If you require further information about the available modes of travel, please contact:

#### **NHS Lothian Flow Centre**

Telephone number: 0300 0134 000 (option 1, then option 5).

Opening hours: 9am – 4pm, Tuesday - Friday only.

If any of the information in this booklet is not clear, or if you require further information about claiming reimbursement, please contact:

#### **NHS Lothian Appointments Office:**

Telephone number: 0300 0134 000 (option 2, then option 2).

Opening hours: 9am – 4pm, Monday – Friday

### **Public transport and travel information**

Bus details available from:

Lothian Buses on 0131 555 6363 [www.lothianbuses.co.uk](http://www.lothianbuses.co.uk)

Traveline Scotland on 08712002233 or [www.travelinescotland.com](http://www.travelinescotland.com)

Train details available from:

National Rail Enquiries on 03457 484 950 or [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

<b>CASH OFFICE</b>	<b>CASH OFFICE HOURS</b>	<b>EXTERNAL PHONE NUMBER</b>
<b>Royal Infirmary of Edinburgh</b> <b>51 Little France Crescent</b>  <b>Old Dalkeith Road</b> <b>Edinburgh</b> <b>EH16 4SA</b>	MON - THURS 08:30 - 16:30 FRI 08:30 - 16:00 (CLOSED FOR LUNCH 13:00-13:30)	0131 242 2320 0131 242 2232
<b>St Johns Hospital</b> <b>Howden Road West</b>  <b>Livingston</b> <b>West Lothain</b> <b>EH54 6PP</b>	MON - THURS 08:30 - 16:30 FRI 08:30 - 16:00 (CLOSED FOR LUNCH 13:00-13:30)	01506 523668 01506 522214
<b>Western General Hospital</b> <b>Crewe Road South</b>  <b>Edinburgh</b> <b>EH4 2XU</b>	MON - THURS 08:30 - 16:30 FRI 08:30 - 16:00 (CLOSED FOR LUNCH 13:00-13:30)	0131 537 1361

**\*\*\* Please note that the opening hours can change at short notice due to service demands \*\*\***

**PATIENT TRAVEL EXPENSE CLAIM FORM  
FOR TRAVEL TO NON-LOTHIAN HOSPITALS**

CLAIMANT DETAILS (TO BE COMPLETED BY THE CLAIMANT)		
Patient Name:		Claimant: (if different from patient)
Address:		Address:
Postcode:		Postcode:
CHI Number:		Why are you making this claim: Patient/Carer/Escort*
Escort required on medical grounds:	Yes/No*	
Hospital Attended:		

**TRAVEL (TO BE COMPLETED BY THE CLAIMANT)**

Car				
Date	Details of Journey (from/to etc)	Mileage travelled	Cost (Office Use)	
			£	pp
Total				
Public Transport				
Date	Details of Journey (Type of Public Transport, from/to, etc)	Cost of Travel		
		£	pp	
Total				
Taxi				
Date	Details of Journey (Name of Taxi Company, from/to etc)	Cost of Travel		
		£	pp	
Total				

All original receipts require to be submitted with the Expenses Form within 30 days of the journey being made.

BANK DETAILS OF PERSON MAKING THE CLAIM			
<p><b>YOU WILL RECEIVE YOUR PAYMENT DIRECTLY INTO YOUR BANK ACCOUNT BY BANK TRANSFER. IF BANK DETAILS ARE NOT PROVIDED THEN PAYMENT WILL BE BY CHEQUE WHICH MAY RESULT IN A DELAY TO YOUR CLAIM BEING PAID.</b></p>			
Account name		Name of Bank	
Sort Code		Account Number	
Signature of Claimant			Date

**PATIENT TRAVEL EXPENSE CLAIM FORM**

**FOR TRAVEL TO NON-LOTHIAN HOSPITALS**

<b>ATTENDANCE AT NON-LOTHIAN HOSPITAL (TO BE COMPLETED BY HOSPITAL WHERE TREATMENT OCCURRED)</b>				
Date	Time of OP Attendance	Time of IP Admission	Time of Discharge	Department/Ward
Authoriser's Signature		Print Name		Designation

Official Stamp (Receiving Hospital):

<b>AUTHORISATION (TO BE COMPLETED BY NHS LOTHIAN)</b>			
	Total		Notes if applicable
	£	pp	
Mileage cost			
Public Transport			
Taxi cost			
Other costs			
<b>Total Reimbursement</b>			
Cashiers signature:			Date:
Received by (Claimant):			Date