



PATIENT TRAVEL BOOKLET

**FOR ORKNEY PATIENTS
AND ESCORTS**

AIR AMBULANCE FLIGHTS

Relatives/friends who fly with patients in an air ambulance flight will be responsible for their accommodation and return flight costs, unless they meet the escort criteria as stated within the NHS Travel Policy.

February 2023

CONTENTS

Telephone Numbers & Website Addresses	2
Travel Arrangements	3
Photographic ID & Baggage Information	5
Kirkwall Airport Car Parking	8
Emergency Cases	8
Escorts	9
Aberdeen Airport Free Minibus Service	9
Inverness Airport	10
Discharge Arrangements	10
Delays and Cancellations	11
Orkney & Shetland Discharge Nurse, Aberdeen	12
Aberdeen Airport Facilities	12
Aberdeen Airport Departure Lounge Facilities	13
Loganair Compassionate Fares	13
Macmillan Cancer Relief	13
Orkney Charitable Trust	14
Hardship Funds	14
General Information	14
Hospital Accommodation for Relatives	16
Cancer Link Aberdeen & North (Clan)	16
Maggie's Centre, Aberdeen	17
Raigmore Patient Hotel, Inverness	18
Aberdeen Public Transport	18
Things to Remember	19
Privacy Statement	21

TELEPHONE NUMBERS

Aberdeen Royal Infirmary	}	0345 456 6000
Aberdeen Maternity Hospital		
Royal Aberdeen		
Children's Hospital		01463 704000
Royal Cornhill Hospital		
Woodend Hospital		
Raigmore Hospital		
Balfour Hospital	01856 888000	

WEBSITES

NHS Grampian	www.nhsgrampian.org
NHS Greater Glasgow & Clyde	www.nhsggc.org.uk
NHS Highland	www.nhshighland.scot.nhs.uk
NHS Lothian	www.nhslothian.scot.nhs.uk
Aberdeen International Airport	www.aberdeenairport.com
Edinburgh Airport	www.edinburghairport.com
Glasgow International Airport	www.glasgowairport.com
Inverness Airport	www.hial.co.uk/Inverness-airport

TRAVEL ARRANGEMENTS

Travel tickets are available for patient's resident in Orkney who have been referred by General Practitioners or Consultants to hospitals on the mainland of Scotland, and to escorts who have been authorised by the patient's General Practitioner or Consultant. **Patients can choose whether to travel by air or sea.**

Tickets are issued under the Highlands and Islands Travel Scheme and are available from your GP. Should the patient request a change to booked travel without justification NHS Orkney reserves the right to decline and/or charge administration fees.

Under this scheme the patient is required to produce an appointment card/letter. Patients are required to pay the first £10 of any claim. This will be deducted from the claim received following travel. You will be exempt from the first £10 payment if you are in receipt of one of the following benefits **Income Support / have an NHS Tax Credit Exemption Certificate / Jobseekers Allowance (JSA)(IB)) / Income-related Employment & Support Allowance (ESA (IR)) / Pension Credit Guaranteed Credit / Universal Credit or have an HC2 Certificate. You will be asked for evidence of this.**

If you are on any of these benefits you will be exempt from paying the first £10 of any claim. This applies to Isles patients travelling to Kirkwall as well as Orkney patients travelling to Scottish mainland hospitals.

NHS Orkney will only reimburse necessary expenses incurred for patients and authorised escorts in travelling to and from hospital.

Where overnight stays are unavoidable bed and breakfast costs only are reimbursable (**lunch and evening meals will not be reimbursed**).

At the time of printing this leaflet the bed and breakfast rate reimbursable is no more than £60 per person per night for a single person and £90 per night for two or more persons sharing. The overnight rate for staying with friends and family is £12 per night (for the first 14 nights) and £6 per night thereafter).

Transport costs for visiting patients in hospital are non-reimbursable.

NHS Orkney has the right to decline inappropriate claims. Claim forms are available from whoever is dealing with your arrangements. Receipts for expenses must accompany claims. **Section 3 of the claim form must be completed by the hospital to confirm hospital stay/attendance at appointment.**

When a patient, not requiring an escort, uses a private car to travel to the airport or the ferry terminal, payment will be made only in respect of the parts of the journey when the patient travelled in the car. No payment will be made in respect of return journeys without the patient. Private hires must not be incurred when suitable public transport is available.

In most cases, NHS Orkney refers patients to Aberdeen or Inverness for treatment. If treatment is available at either of these hospitals and a patient chooses to be referred to a different hospital, reimbursement of expenses will only be paid up to the amount that an Aberdeen referral would have incurred.

There is no entitlement to reimbursement of travelling expenses of patients attending hospital for private treatment.

Patients should inform whoever is dealing with their booking if they have mobility problems and require any assistance during the journey to hospital, e.g. a wheelchair, the airport lift or assistance with luggage or are travelling with medical equipment which they may have to use during the flight.

Patients must travel with photographic ID. It is the airlines policy that all travellers must present photographic ID at check-in.

Loganair Photographic ID: As from 26th October 2008 photographic ID is compulsory on all Loganair flights. For patients who are travelling within 7 days and have no photographic ID Loganair have issued a letter which is available from your health care professional e.g. GP or midwife; no other format of letter will be accepted. This letter or a senior citizens pension book/Post Office card are the only forms of ID the airline will accept in the absence of photographic ID.

The following types of photographic ID will be accepted by Loganair for domestic flights:

- A valid passport
- An expired passport (can be used on domestic flights for up to two years after expiry)
- Valid photographic EU or Swiss national identity card
- Valid photographic driving licence full/provisional
- Valid armed forces identity card
- Valid police warrant card/badge
- Valid airport employee's security identity pass
- A child on parent's passport is an acceptable form of ID
- CitizenCard
- Valid photographic firearm certificate
- Valid Government-issued identity card
- Electoral identity card
- NUS cards photographic (National Union of Students)
- Photographic University/College ID card
- Company ID cards of nationally recognised companies (photographic)
- Council issued bus pass (Senior Citizens only)
- Pension book or Post Office card (as only acceptable forms of non-photographic identification)
- Young Scot Card
- SMART Card

Passengers under the age of 16 years who are travelling with an adult do not require separate photographic ID to travel on domestic routes. The adult can vouch for the

child's identity. If the child travels alone they will require their own photographic ID to travel from the age of 12 years.

Forms of photographic ID which have expired (with the exception of the passport as mentioned above) or have been damaged will not be accepted.

Baggage Allowance: Please note the following rules and regulations regarding your baggage.

- **Hold baggage for Economy passengers**
20 kg per person
- **Hand baggage for Economy passengers**
6 kg
- If you have baggage more than your free allowance, it will only be accepted if space is available at a charge of £10, the maximum any one bag can weigh is 30 kgs. Any additional pieces of luggage you have will be charged at £10. Child push chairs and wheelchairs are carried in excess of baggage allowance at no extra charge.

Carrying Liquids: Liquids such as toiletries/medicines can be carried in hand baggage provided they are no bigger than 100ml each.

All individual liquid items must fit comfortably into **one transparent, re-sealable bag** no larger than 1 litre or approximately 20 cm x 20 cm (about the size of a small freezer bag). The bag must fit into the one permitted piece of cabin baggage, but passengers will be asked to

present the bag separately when going through airport security. Liquids of any amount can still be carried in luggage checked into the aircraft hold.

Kirkwall Airport Car Parking: NHS patients travelling to attend an NHS appointment will be exempt from car parking fees. In order for patients to qualify for free parking they will have to present either their appointment card or letter.

- On entry to the car park patients will be issued an entry ticket.
- On their return to Kirkwall Airport patients should go to the Information Desk with their entry ticket and proof of their appointment. Their entry ticket will be validated to allow them to exit the car park free of charge.

PLEASE NOTE: Patients must present proof of their appointment in order for their entry ticket to be validated. Should patients not have an appointment letter/card available then the NHS Orkney Patient Travel Voucher/ticket which we issue to patients confirming their flight details will be acceptable. If patients are unable to provide proof of their appointment at the Information Desk, they will have to pay car parking fees before exiting the car park. Car parking fees are non-reclaimable under the Highlands and Islands Travel Scheme.

Emergency Cases: In cases of emergency where patients are transferred to Aberdeen hospitals by Air Ambulance, if sufficient time is available, relatives

should ensure that patients have an adequate supply of clothing, a small amount of money for their hospital stay and photographic ID for the return journey. The luggage allowance for patients being transferred by Air Ambulance is 10 kg.

At present no relatives / companions are permitted to travel with patients in an air ambulance flight, except if the patient is a child or is deemed an essential carer to the patient.

If relatives travel by schedule flight they will be responsible for their own travel costs and accommodation costs, unless they meet the escort criteria as stated within the NHS Travel Policy.

Newborn Transfers: Young babies are usually transferred with a dedicated retrieval team and in a transport incubator. In these cases there is very limited space on the aircraft and neither parent will be able to travel on the air ambulance flight.

Escorts: Escorts are only authorised to accompany patients and reclaim expenses where (a) the patient is aged under 16 and (b) if the patient is 16 or over and the GP or Hospital Consultant certifies that it is medically necessary for the patient to be accompanied to ensure the safe completion of the journey. However, if an escort decides to stay for the duration of a patient's admission, the escort will be responsible for his/her accommodation costs.

Aberdeen Airport Minibus Service: A free minibus is available to/from Aberdeen airport to the Aberdeen hospitals for NHS Orkney patients and authorised escorts.

The meeting point at Aberdeen Airport for the hospital minibus service is at the Special Assistance Help Desk. The Special Assistance Help Desk is located within the main terminal and is clearly signposted.

This service is not available at weekends. Should you be travelling at the weekend please keep your bus/taxi receipts for reimbursement.

Please note that the minibus cannot accommodate excessive baggage. Patients who travel with excessive baggage e.g. too big or heavy may be unable to use the minibus transfer service and have to use a taxi. In these circumstances, if there is no medical need for the excessive baggage, taxi fares will not be refunded.

Inverness Airport: Buses regularly leave the airport for the city centre (Queensgate), and from here there is a regular bus service to Raigmore Hospital. You may however take a taxi direct to and from the hospital and reclaim the fare.

Discharge Arrangements: Patients should ensure that the Ward Receptionist or Ward Sister is aware of any assistance required on the homeward journey so that arrangements can be made.

Aberdeen discharges will be informed of the location at the hospital where the minibus will pick them up.

If a wheelchair is required, the patient will be transported from the minibus to the airport check-in desk by the driver and onward to the aircraft by airport personnel.

If, for medical reasons, a patient is unable to carry their luggage assistance will be provided by the minibus drivers. On arrival at the airport check-in desk, patients should make themselves known to airport.

Delays and Cancellations: Occasionally flights are delayed or cancelled due to inclement weather conditions or technical faults. This may result in a requirement for an overnight stay for patients who have been discharged from hospital and are returning to Orkney by air.

If the flight is delayed or cancelled under Air Passengers Rights (APR) regulation you are entitled to care and assistance from the airline.

If the flight is delayed for over 2 hours the airline may provide meals and/or refreshments appropriate to the time of day. If the flight is cancelled and the airline cannot provide you with another flight or alternative transport on the same day the airline may provide you with overnight accommodation, transport to and from the accommodation and meals.

If you are feeling unwell or have limited mobility you must inform the airline and they will take this into

consideration when making alternative transport and accommodation arrangements. You may wish to return home by boat. The airline will contact Northlink and book your journey and a cabin (if available), provide transport to the ferry terminal and a meal voucher for the journey in lieu of the airline ticket. Patients must say if they feel unable to undertake this journey.

If you need any advice or have any concerns what so ever about your medical condition while you are waiting to travel home please advise the airline who will contact the hospital you have been discharged from.

Orkney & Shetland Discharge Nurse, Aberdeen: The Orkney and Shetland Discharge Nurse is based at Aberdeen Royal Infirmary and is available from 9.00 a.m. – 2.00 p.m. Monday – Friday telephone no: 01224 55 43 52.

The role of the discharge nurse is to provide support, advice and assistance to patients, families and ward staff where complex factors impact on the patient's stay in hospital, to work with other agencies to ensure the safe completion of the patient's journey to their home or another facility.

ABERDEEN AIRPORT FACILITIES

The Special Assistance Point is a central area which provides support and assistance for all passengers with reduced mobility. If you are worried that you have not been attended to call the ABM Special Assistance Coordinator on 07471 99 64 56. The airlines will have

previously informed the relevant staff of any wheelchair or special service requests. For further enquiries about special needs assistance at Aberdeen Airport please contact ABM aviation at prmaberdeen@abm.com.

Departure Lounge Facilities

NHS Orkney patients and escorts have access to NHS Patient Departure Lounge at Aberdeen Airport. In order to access the lounge when you check-in at Aberdeen airport, for your return flight, your boarding card will be marked 'Lounge Access'. If you have already checked in online for your flight, then you should go to the Dalcross desk where your boarding pass will be marked 'Lounge Access' to allow you entry to the lounge.

LOGANAIR COMPASSIONATE FARES

Loganair may offer a Compassionate Fare to visit a family member who is an inpatient at a hospital on the Scottish Mainland at a reduced rate. The return journey on the Compassionate Fare is flexible and can be changed once at no extra cost. No further changes can be made. Further discount is available on this fare by using your Air Discount Card. Air Discount bookings can be booked direct with the airline telephone no: 0344 800 2855 or through Scapa Travel 889040. Further information is available at:

<http://www.loganair.co.uk/ctp/compassionate-travel-policy>

MACMILLAN CANCER RELIEF

Patients with a diagnosis of cancer may qualify for a Macmillan Patient Grant to help with extra costs or financial problems caused by their illness. For further

information contact the Macmillan Nurse, Macmillan Unit, Balfour Hospital, Kirkwall, Tel. 01856 888249.

ORKNEY CHARITABLE TRUST

Orkney Charitable Trust raises and distributes funds to help people under 25 who live in the Orkney Islands. The funds are available to young people in times of ill health, disability, hardship or disadvantage.

The Help from Home fund provides financial support to local families who require it when a child, or young person, needs treatment at a hospital out-with Orkney to help families meet the extra costs incurred when they have to travel South for any type of hospital visit. They may also be able to help with the travel costs for additional parent escorts. Further information is available on the Orkney Charitable Trust website www.octrust.org.uk.

HARDSHIP FUNDS

Patients, escorts and relatives who are experiencing financial difficulties may be able to access funds through the Benefits Agency, Social Services, patient groups and charities. The Citizen Advice Bureau may also be able to provide support and help in accessing funds.

GENERAL INFORMATION

Telephones: Mobile phone use may be restricted inside hospitals please check with the relevant hospital.

Hospedia Bedside System (formally called Patientline System): Most wards in Grampian and Highland have Hospedia bedside entertainment systems with the exception of Woodend. This provides a telephone, 25 TV channels, access to the internet and e-mail. The cost is up to £5 for a 24 hour bundle or £10 for a 5 day bundle. The cards for the system can only be purchased by using a credit card and by direct dialling 0345 414 1234.

Meals:

Woodend Hospital – snacks are available at the coffee shop. Please check direct with the hospital for opening times.

Aberdeen Royal Infirmary –The staff canteens (pink zone and yellow zone) serve "take away" food to members of the public/patients.

Royal Aberdeen Children's Hospital - The RVS shop and cafe in RACH is open and food can also be purchased from the patient meal trolley. Please check direct with the hospital for opening times.

Smoking: Patients should note that all hospitals have a No Smoking Policy.

Luggage Lockers: Currently not available.

Grampian Hospitals Free Shuttle Bus Service: Currently not available.

HOSPITAL ACCOMMODATION

Aberdeen Royal Infirmary: Currently no hospital accommodation available on site for relatives.

Woodend Hospital: Currently no hospital accommodation available on site for relatives.

Royal Aberdeen Children's Hospital: Accommodation is available for family members of children who are being treated at the Royal Aberdeen Children's Hospital. The individual children's rooms have pull down beds should the parent/guardian wish to stay with their child.

Aberdeen Maternity Hospital: There may be self-catering accommodation available for patients and partners who are being treated at the Aberdeen Maternity Hospital. These rooms are available for patients and partners and are allocated on a first come first served basis. These rooms cannot be booked in advance.

CANCER LINK ABERDEEN & NORTH (CLAN)

Cancer Link Aberdeen & North provide support and information for people with cancer, their carers and families. A wide range of services are available at this Cancer Support Centre including support, information, counselling, complementary therapies and bereavement support. In the well-stocked reference and lending areas of the library there are books, audio and videotapes providing information on particular cancers as well as more general information on, for example,

hair loss and diet. Please call before visiting as not all facilities are available at present.

Clan Haven provides short stay residential accommodation on a self-catering basis for people from the outlying areas of Grampian, Orkney and Shetland who are accompanying a relative to Aberdeen Royal Infirmary or attending for treatment. Clan Haven has single, double, twin and family rooms with a microwave, en-suite facilities, lounge dining area and kitchen. Social Distancing operates and kitchen facilities are currently used on a one-in-one-out basis.

At the time of publishing this leaflet the cost is £45.00 per person including continental breakfast, which is delivered to your room.

For further information about the services or accommodation contact the **Cancer Support Centre, CLAN HOUSE, 120 Westburn Road, Aberdeen, AB25 2QA, Tel: 01224 647000 or CLAN HAVEN 01224 651030, E-mail: haven@clanhouse.org.**

MAGGIE'S CENTRE

Maggie's Centre offers free practical, emotional and social support to people with cancer and their families and friends. Help is offered free to anyone with any type of cancer. Currently not open for drop-ins, please phone to arrange a time.

Maggie's Centre Aberdeen is situated within the Aberdeen Royal Infirmary site at the **Elizabeth**

**Montgomerie Building, Westburn Road, Aberdeen,
AB25 2UZ, Tel: 01224 645928,
E-mail aberdeen@maggiescentres.org.**

RAIGMORE HOSPITAL, INVERNESS RELATIVES ACCOMMODATION:

Kyle Court is a patient lodge, if room is available then patients' relatives may stay here, but you cannot book more than 24 hours in advance. Telephone number 01463 704 000. A list of bed and breakfast accommodation within walking distance of Raigmore Hospital is available.

ABERDEEN PUBLIC TRANSPORT

There is a regular bus service from Aberdeen City Centre to:

Aberdeen Royal Infirmary, Foresterhill Site
Aberdeen Maternity Hospital
Woodend Hospital
Royal Cornhill Hospital
Woolmanhill Hospital

For up to date information about these services please contact:

Aberdeen Bus Line 01224 650065

Or

Traveline 0871 200 2233 who provide information on all *public transport*.

THINGS TO REMEMBER

- Take valid photographic ID.
- Check in for your flight at least 1 hour prior to departure.
- Check any special requests have been booked e.g. wheelchair assistance.
- Have enough of your usual medicine with you in case your journey is delayed.
- Have enough money for phone calls, accommodation and taxis etc.
- Check you are booked on to the minibus particularly if you stayed at Clan Haven.
- Get receipts for any expenses you are able to reclaim.
- Your appointment letter/card if available.
- Get your claim form signed at the hospital to verify appointment attendance.

The information in this booklet is subject to change, if you have any question please contact us.

Patient Travel - Privacy Statement

In order to organise safe travel for patients, NHS Orkney will need to share some information about you with travel providers (such as Loganair).

The personal information required will include things such as name, address, date of birth, contact details and support needs (such as details of any mobility or medical issues which might affect travel). The information shared will be restricted to solely what is required to ensure your journey is safe.

Your data will be held by the travel provider in their own systems to comply with any conditions of carriage that may be applicable to that industry. Data will only be held for as long as required and will be stored securely in line with all current UK General Data Protection Regulations. Further information on how the NHS uses your data can be found at:

[Data Protection | NHS Orkney \(scot.nhs.uk\)](https://www.scot.nhs.uk/data-protection/)

[How the NHS handles your personal health information | NHS inform](https://www.nhs.uk/health-information/how-the-nhs-handles-your-personal-health-information/)

Further information on how the travel providers use your data can be found at:

<https://www.loganair.co.uk/info/privacy-policy/>

<https://www.northlinkferries.co.uk/legal/terms-and-conditions/online-privacy-policy/>