



# **PATIENT TRAVEL BOOKLET**

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## **AIR AMBULANCE FLIGHTS**

**Note: Relatives/friends who fly with patients on an air ambulance flight or follow on a scheduled flight will be responsible for their accommodation and return flight costs, unless they qualify for discretionary funding which will be reviewed by the executive team at NHS Orkney**

### **THINGS TO REMEMBER FOR TRAVEL:**

- Take valid photographic ID
- Check in for your flight **at least one 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 transport etc
- For Aberdeen appointments - check you are booked on the minibus from the Aberdeen airport to the hospital and return or to/from 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

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## **TELEPHONE NUMBERS**

Aberdeen Royal Infirmary (ARI)

Aberdeen Maternity Hospital (AMH)

Royal Aberdeen Children's Hospital Royal (RACH)

Cornhill Hospital

Woodend Hospital

For all the Aberdeen hospitals above call the Main Switchboard at ARI on 0345 456 60 00.

Raigmore Hospital on           01463 70 40 00

Balfour hospital on           01856 88 80 00

## **WEBSITES**

NHS Grampian                   <https://www.nhsgrampian.org>

NHS Greater Glasgow & Clyde   <https://www.nhsqgc.scot>

NHS Highland                 <https://www.nhshighland.scot.nhs.uk>

NHS Lothian                    <https://www.nhslothian.scot>

Aberdeen International Airport <https://www.aberdeenairport.com>

Edinburgh Airport            <https://www.edinburghairport.com>

Glasgow International Airport <https://www.glasgowairport.com>

Inverness Airport             <https://www.hial.co.uk/inverness-airport>

Kirkwall Airport              <https://www.hial.co.uk/kirkwall-airport>

## **TRAVEL ARRANGEMENTS**

### **How will my travel be arranged:**

Once you receive your hospital appointment details please go to - [Patient Travel – NHS Orkney](#) where you can fill in a Patient Travel Booking Voucher (Form 1), when complete email the form to [ork.traveladmin@nhs.scot](mailto:ork.traveladmin@nhs.scot) along with a copy of your appointment letter/text/email to confirm your appointment. Once we have verified your appointment, we can then release your travel documents.

You will also receive a claim form to reclaim any necessary expenses. Section 3 **MUST** be signed at your appointment to confirm your attendance, or your form may not be processed.

### **What if I want to change my travel details:**

Unless there is a medical justification or your appointment has been changed, cancelled or the passenger is too unwell to travel, NHS Orkney reserves the right to decline and/or charge the cost of changing the travel arrangements. All permitted changes must be made through the Patient Travel Office/Out of Hours Team. Open return flights are only issued for clinical uncertainty cases.

### **Can I choose to travel the day before:**

If a flight is available on the day of your appointment this is what will be booked. If you chose to travel the day before your appointment, any additional costs **MUST BE** covered by yourself e.g. hotel, bus or transport.

### **Can my appointment be by Video Call or Telephone:**

Some appointments may be available by NHS Near Me (Video Call) or by telephone. Your appointment letter will usually include an offer of a Near Me consultation when your doctor thinks this is a good option. Even if your letter does not include this it is worthwhile asking your clinic if this is possible and it can be arranged for you.

### **What if I am attending hospital for private treatment:**

We cannot reimburse travel, accommodation or subsistence expenses for patients attending hospital for private treatment. The Patient Travel Scheme applies to NHS Care only.

### **Young Person Family Fund:**

If you are the parent/primary carer or sibling (under 18) of a child who will be an inpatient, then you could get help to cover the costs of hospital visits. Please refer to <https://www.mygov.scot/young-patients-family-fund> or ask the Travel Team.

### **Continuous Treatment:**

When a patient is undergoing Continuous Treatment and is required to attend as an outpatient for a course of treatment (i.e. more than one attendance per week for treatment for the same condition) e.g. a course of chemotherapy or radiotherapy or attendance for regular renal dialysis the deduction of £10 from each return journey claimed will not apply.

### **ASSISTANCE WHILE TRAVELLING**

If you are travelling without an escort and you feel you require support e.g. a wheelchair, airport lift, assistance with luggage travelling with medical equipment, if you have reduced mobility or

a cognitive impairment, please inform Patient Travel what you require additional support during your journey. Patient Travel will also need to know if you are travelling with your own wheelchair, taking a car seat, pram or buggy wheels so this can be added in your booking.

If you have asked for assistance this will be booked through the airport Special Assistance Point. On arrival at check-in for both your outgoing and returning journey, please advise airport staff that this has been booked and they will assist you.

If you do not need a wheelchair but need assistance to get through the airport, we can arrange for Meet and Assist to help.

### **Emergency Travel:**

In cases of emergency where people 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 10kg.

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 need to travel by scheduled flight, they will be responsible for their own travel costs and accommodation costs. Support for emergency travel costs may be available and can be advised by the emergency clinical team arranging patient travel.

## **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. Parents and Siblings may qualify for the Young Person Family Fund.

## **REQUESTS FOR FUNDED TRAVEL FOR AN ESCORT:**

If the person travelling has a clinical condition that makes an escort necessary for travel, you may be able to apply for the costs of someone travelling with you as an escort to the hospital. You will need to complete a Patient Escort Form (Form 2) of the travel funding forms. If further clinical information is required, you will need to get in touch with a healthcare professional or GP Practice who will fill in form 3 to see if you qualify. The person travelling must apply for a funded escort this is NOT something Travel Administration can do on their behalf.

## **If a patient has previously had an escort, will an escort always be approved:**

Each individual case will be dealt with in accordance with the criteria for escorting funding. Authorisation of funding for an escort for a patient on one return journey will not always lead to the automatic authorisation of an escort for subsequent journeys. Normally a new application for funding will need to be made for each appointment, however, where someone has an enduring condition that means they will always need to be escorted, they will be given a funding ID Number to use for future requests.

## **If an NHS funded escort is not authorised what are my options:**

You can request the decision is reviewed by the Medical Director's team and will be asked to provide additional information to support your request. The form is available at [Patient Travel – NHS Orkney](#) or by contacting the travel team. You will need to complete a Patient Review Form.

## **Will all accommodation costs be reimbursed:**

If funding for travel for your escort to hospital has been approved, the person escorting you must return home at the earliest opportunity, where possible undertaking the journey in one day.

Escorts who are required to accompany you as the patient to and from hospital may either return home and travel back to the hospital on your discharge or remain near the hospital where you have been admitted. Accommodation costs will **only** be covered up to the costs of the second return journey which would otherwise have been required.

For patients attending the Golden Jubilee. PLEASE NOTE Where accommodation has been arranged directly by the Golden Jubilee, the accommodation is chargeable and will be included in the total amount available to be refunded for a patient escort should they choose to stay there.

## **Accommodation reimbursement rates:**

For queries on travel reimbursement rates please contact Travel Administration Team at NHS Orkney, as rates and arrangements can change.

## **If I want someone to accompany me but do not qualify for a funded escort what are my options:**

If you want someone to travel with you and are medically fit to travel on your own and are being admitted, then your family may qualify for a Loganair Compassionate Fare. You will need to get in touch with your GP Practice to request a letter to state you will be an inpatient and then get in touch with Scapa Travel on 01856 889 040 or Loganair on 0344 800 2855 to make your booking, you can use your ADS card for this. (This scheme does not apply for outpatient appointments). Further information is available at:

<https://www.loganair.co.uk/fares/for-difficult-times/>

## **If I am not fit enough to travel by public transport or car**

If you are not able to travel by car or by public transport due to your health please contact Scottish Ambulance Service patient travel service on 0300 123 1236.

NHS Orkney cannot provide you with a nurse or other clinical escort for travel with you to hospital.

## **TRAVEL FROM KIRKWALL AIRPORT**

### **Baggage Allowance:**

Rules and regulations regarding your free baggage allowance (please check to confirm baggage weights before travelling):

Hold baggage – Weighing up to 20kg

Hand baggage – Weighing up to 6kg. Maximum dimension (including handles and wheels) is 40x35x18cm).

If you have baggage more than your free allowance, baggage will only be accepted if space is available. An additional charge for an

additional 15kg with no item weighing more than 25kg at a cost of £20, with a further £10 charge for any additional items of luggage. This charge CANNOT be reimbursed by NHS Orkney.

### **Photographic ID:**

The following types of photographic ID will be accepted by Loganair/Flybe 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 force's identity card
- Valid police warrant card/badge
- A child on parents' passport is an acceptable form of ID
- Council issued bus pass
- Young Scot Card

For unaccompanied children aged 14 & 15, identification will be required when travelling on domestic flights. The adult can vouch for the child's identity. If they travel alone, they will require their own photographic ID to travel from the age of 12 years.

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

## **Kirkwall Airport Car Parking:**

NHS patient travelling to attend an NHS appointment will be exempt from car parking fees. For patients to qualify for the 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 be 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 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 which are non-reclaimable under the Highlands and Island Travel Scheme.

## **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 (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 whatsoever 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.

### **Aberdeen Airport Minibus Service:**

On weekdays, a free minibus is available to/from Aberdeen airport and to/from the Northlink Ferry Terminal to the Aberdeen hospitals for NHS Orkney patients and authorised escorts. NHS Orkney cannot reimburse any extra travel expenses e.g. transport fares unless there is a medical reason and has prior authorisation.

This service is not available at weekends. Should you be travelling at the weekend please keep your transport 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 use other transport. In these circumstances, unless there is a medical need for the excessive baggage, transport fares cannot be refunded.

At the time of printing Falcon Coaches is the operator of this service and can be contacted on 07827 545 018. For any changes, please get in touch with the driver so they are not waiting to collect you.

The spaces on the minibus are for patients and authorised NHS funded escorts only. If you are travelling with someone they can travel if there is space, but this will not always be guaranteed. If you chose to travel by other means this will not be reimbursed.

### **Travel to other hospitals than Aberdeen**

Sometimes your appointment may be at a hospital other than Aberdeen. Please use public transport to travel from ferry terminals or airports, and check routes before traveling.

Please remember to obtain all original receipts if you require to claim these back on a completed Claim Form.

### **ABERDEEN AIRPORT**

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 Co-ordinator 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](mailto:prmaberdeen@abm.com)

## **The John Muir Departure Lounge Facilities:**

NHS Orkney patients and escorts have access to NHS Patient Departure Lounge at Aberdeen Airport. To access the John Muir 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.

## **Special Assistance in Inverness/Edinburgh & Glasgow Airports:**

Inverness – Tel: 01667 464 117, email:  
[invprm@agshandling.co.uk](mailto:invprm@agshandling.co.uk)

Edinburgh – Tel: 0131 348 42 16, email: [uk.edi.prm@ocs.com](mailto:uk.edi.prm@ocs.com)

Glasgow – Tel: 0141842 77 00, email:  
[gla.prmleadership@ocs.co.uk](mailto:gla.prmleadership@ocs.co.uk)

## **Aberdeen Public Transport:**

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

Aberdeen Royal Infirmary, Foresterhill Site

Aberdeen Maternity Hospital

Woodend Hospital

Royal Cornhill Hospital

Woolmanhill Hospital

Health Village

For up-to-date information about these services please contact Aberdeen Bus Line on 01224 650 065 or Traveline 0871 200 2233 who provide information on all public transport.

## **CLAIMS FOR EXPENSES**

You will be provided with a Claim Form with your booking confirmation. When completing your Claim Form, you should:

- Ensure that you get your Claim Form stamped and signed by the hospital you are attending before you leave.
- Retain all original relevant receipts (transport, B&B, etc). Taxi receipts must be completed by the taxi driver with journey details, date and amount paid – an amount only **will not count as proof of a taxi journey.**
- Only necessary Bed and Breakfast will be reimbursed any other meals you will be required to be paid for by yourself.
- When submitting your Claim Form, please ensure that all relevant sections are fully completed and signed to ensure your payment is not delayed
- Incomplete forms will be returned to the claimant.

The first £10 of any additional expenses (such as bus fares) needs to be paid by you. This will be deducted from your claim received following travel. However, you may be exempt from this if you are in receipt of certain benefits which are detailed on the claim form. You will **NEED TO PROVIDE PROOF OF BENEFIT**, or the £10 deduction will be taken off.

Claim forms must be submitted no later than 3 months from the date of travel.

## **Can I claim for a taxi?**

Due to the high cost of taxis all alternatives should be investigated – travel by taxi should be seen as the last resort. NHS Orkney will consider reimbursement of taxi costs in certain circumstances, for example:

- (a) There is no public transport available
- (b) Time restraints prevent the use of public transport
- (c) It has been approved by the patient's doctor due to mobility issues.

All taxi journeys must be approved prior to the taxi journey being undertaken.

## **AT THE HOSPITAL**

### **Volunteers in Aberdeen Royal Infirmary (ARI):**

There is a team of volunteers in the main reception at ARI who can assist you to your appointment destination.

### **Telephones**

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

Hospedia Bedside System (formally called Patientline System): Most wards in Grampian and Highland have Hospedia bedside entertainment systems except for Woodend. This provides a telephone, 25 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 directly with the hospital for opening times.

Aberdeen Royal Infirmary – The staff canteen in the Pink Zone serves food to sit in or take away. As you are not NHS Staff you will be charged a slightly higher cost for the food. The Yellow Zone serve hot food to members of the public/patients.

Royal Aberdeen Children's Hospital – The RVS shop and café in RACH is open. You can also purchase a meal voucher from the General Office in Aberdeen Royal Infirmary or from the Archie Office in RACH to use to buy food from the patient meal trolley. (roughly £2.50) Please check directly with the hospital for opening times.

**Smoking:**

Patients should note that smoking is not permitted within the building and boundary of all hospitals in Scotland.

**Luggage Lockers:**

This is currently not available.

**Grampian Hospitals Free Shuttle Bus Service:**

There is a shuttle bus that can be requested to travel to another NHS Grampian site. If you go to the Main Reception at Aberdeen Royal Infirmary they will be able to arrange and advise when the next collection will be.

***Radiotherapy:***

If you're due to attend Aberdeen Royal Infirmary (ARI) for Radiotherapy this department will send you information about your package which will include accommodation at Clan, bus

transfers from Clan to ARI. If you chose not to stay at Clan, NHS Orkney cannot reimburse any accommodation or travel expenses.

If a patient is staying at CLAN and attending multiple treatments at ARI, each attendance is treated as a separate appointment, and funding can be applied for each individual visit.

However, if the patient is admitted to the hospital, this is classed as one appointment, regardless of how long the admission lasts. In this situation, we can only fund accommodation in line with the guidance provided in “Will all my accommodation costs be reimbursed”.

### **My appointment is at the Golden Jubilee:**

The Golden Jubilee may have arranged accommodation for you and/or an escort. If so, you will not pay for this directly, the costs will be charged to NHS Orkney. If you need to reclaim any additional accommodation costs, these will be assessed in line with the guidance under *“Will all accommodation costs be reimbursed?”*

The Golden Jubilee may also have arranged transport for collection/drop-off at Glasgow Airport. Any transport or accommodation queries can be checked directly with the Golden Jubilee on 0141 951 5518.

If you receive a claim form from the Central Waiting Times team in Aberdeen, your travel and accommodation expenses will be covered directly by their team. You must send your completed claim form back to Central Waiting Times and contact them for information on their current reimbursement allowances.

## **DISCHARGE FROM HOSPITAL**

Patients should ensure that the staff dealing with your travel arrangements are aware of any assistance required on the return 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 the airport staff.

### **Orkney & Shetland Discharge and Liaison Nurse:**

The Orkney & Shetland Discharge and Liaison Nurse is based at Aberdeen Royal Infirmary from 9.00am-4.00pm. Monday – Friday their telephone number is: 01224 554 352.

## **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 allocated on a first come first served basis. These rooms cannot be booked in advance.

### **Raigmore Hospital, Inverness:**

Kyle Court is a patient lodge, if a room is available then patient's 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.

### ***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.

At the time of publishing this leaflet the cost is £45 per person for Bed and Breakfast and an extra £5 for a continental breakfast, which is delivered to your room.

For further information about the services or accommodation contact – Cancer Support Centre, CLAN HOUSE, 120 Westburn Road, Aberdeen, AB25 2QA, Tel: 01224 647 000 or Clan Haven 01224 651 030, email: [haven@clanhouse.org](mailto:haven@clanhouse.org)

## **SUPPORT FOR FAMILIES AND PATIENTS**

### ***Cancer Link Aberdeen & North (Clan):***

Cancer Link Aberdeen & North provide support and information for people with cancer, their careers 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 cancers as well as more general information on, for example hair loss and diet.

### **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.

Maggie's Centre Aberdeen is situated within the Aberdeen Royal Infirmary site at the Elizabeth Montgomerie Building, Westburn Road, Aberdeen, AB25 2UZ, Tel: 01224 645 928 or email: [aberdeen@maggiescentres.org](mailto:aberdeen@maggiescentres.org)

### **Macmillan Cancer Relief:**

Patient 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, The Balfour, Kirkwall on 01856 888 0249.

### **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 your 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:

<http://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 Citizens Advice Bureau may also be able to provide support and help in accessing funds.

### **PRIVACY STATEMENT**

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

The personal information shared will include your and any escort 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 limited to only what is required to ensure your journey is safe.

Further information on how the NHS Uses your data can be found at:

<https://www.ohb.scot.nhs.uk/data-protection>

<https://www.nhsinform.scot/care-support-and-rights/health-rights/confidentiality-and-data-protection/how-the-nhs-handles-your-personal-health-information>

For 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>



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