

Getting to and from the hospital using public and community transport



Public transport

Full details of timetables and a route planner to help plan your journey can be found here:

www.suffolkonboard.com

Call: 0345 606 6171

If you have an appointment at Ipswich Hospital, the Park & Ride service from Martlesham and London Road makes regular stops there - for more details go to:

www.ipswichparkandride.co.uk

Community transport

The Connecting Communities Service in your area offers a dial a ride car and bus service and can be used to access hospital appointments. If you need to make a journey where there's no public transport available to you locally, they will collect you and connect you to an appropriate bus route or train link for onward travel so you can reach your destination quickly and easily. For journeys where connecting to other services is inappropriate, end to end journeys may be possible. Accessible vehicles are available. In order to book your journey you will need to telephone the provider 2 weeks prior to your appointment date. There is a fee for using the Connecting Communities Service and this can be discussed with your provider at the time of booking.

The contact details for your local Connecting Communities provider are:

Forest Heath

Call: 01638 664304

Booking hours:

Mon-Fri 8.00am-4.00pm

Service hours:

Mon-Sat 7.00am-7.00pm

St Edmundsbury

Call: 01440 712028

Booking hours:

Mon-Fri 8.00am-4.00pm

Service hours:

Mon-Sat 7.00am-7.00pm

Mid Suffolk

Call: 01449 614271

Booking hours:

Mon-Fri 9.00am-4.00pm

Service hours:

Mon-Sat 7.00am-7.00pm

Babergh

Call: 01473 826242

Booking hours:

Mon-Fri 9.00am-3.00pm

Service hours:

Mon-Sat 7.00am-7.00pm

Ipswich

Call: 01449 614271

Booking hours:

Mon-Fri 9.00am-4.00pm

Service hours:

Mon-Sat 7.00am-7.00pm

Suffolk Coastal

Call: 01728 635938

Booking hours:

Mon-Fri 8.45am-4.00pm

Service hours:

Mon-Sat 7.00am-7.00pm

Good Neighbour Schemes

Good Neighbour Schemes operate in some Suffolk towns and villages. Some of them are able to offer transport.

To see if there is a Good Neighbour Scheme in your area go to:

<http://infolink.suffolk.gov.uk>

Concessionary travel

You may be eligible for an Age Related Free Travel Bus Pass or a disabled persons free travel bus pass. Those eligible for a bus pass but unable to access the benefits of free travel on conventional buses can waive their right to a bus pass in favour of receiving vouchers to the value of £100 per year (1st April-31st March) to use on community travel, taxis or private hire vehicles. These vouchers can be used on participating operators only.

For more information you can contact Suffolk County Council on 0345 600 0659 or visit: <https://www.suffolkonboard.com/concessionary-travel/free-travel-bus-pass-voucher-scheme/travel-voucher-scheme>

Support with travel costs

Hospital Travel Costs Scheme (HTSC)

The Hospital Travel Costs Scheme provides financial assistance to patients who do not have a medical

need for ambulance transport but who require assistance in meeting the cost of travel to and from a hospital appointment or hospital stay. You can be reimbursed for travel expenses if you are claiming Income Support, income-based Jobseeker's Allowance, Pension Credit Guarantee Credit, Child's Tax Credit, Working Tax Credit with Child's Tax Credit, Working Tax Credit with a disability element, or the NHS Low Income Scheme. Payment will be re-imbursed from the Finance Office at your local hospital or via an HC5 form on production of a receipt, evidence of appointment and benefits being claimed.

Personal Independence Payment (PIP)

You may be able to get help with some of the extra costs caused by long term ill-health or disability. If you're aged 16 to 64 you could get between £22 and £141.10 a week by claiming Personal Independence Payment.

The amount you get depends on how your condition affects you, not the condition itself.

You'll be assessed by a health professional to work out the level of help you can get. Your rate will be regularly reviewed to make sure you're getting the right support.

For support to make a claim for PIP contact your local Citizens Advice Bureau:

<https://www.citizensadvice.org.uk>

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