

Stornoway Airport Parking Charges

There is a daily charge for parking at Stornoway Airport. Patients travelling to appointments will not be charged for parking on presentation of their travel warrant at the Airport Information Desk.

Patient Travel Offices & Website

Patient Travel Offices are closed to the public and patients are advised to contact the offices by email or telephoning during operating times (Monday-Friday 9am-1pm and 2pm-4.30pm):

Lewis and Harris

Open Monday-Friday 9am-1pm and 2pm-4.30pm

NHS Western Isles, 37 South Beach, Stornoway, Isle of Lewis, HS1 2BB.

Tel: 01851 708021. Email: wi.patienttravelwihb@nhs.scot

Benbecula and Uists

Open Monday-Friday 9am-1pm and 2pm-4.30pm

Ospadal Uibhist agus Bharraigh, Balivanich, Benbecula, HS7 5LA.

Tel: 01870 603606. Email: wi.patienttraveluist@nhs.scot

Barra

Open Monday-Friday 9am-5pm

Council Offices, Castlebay, Isle of Barra, HS9 5XD.

Tel: 01871 810431. Email: patient.travel@cne-siar.gov.uk

The Patient Travel WI website can also be accessed at:

www.patienttravelwi.scot.nhs.uk

We are listening - how did we do?

We welcome your feedback, as it helps us evaluate the services we provide.

If you would like to tell us about your experience:

- speak to a member of staff
- visit our website feedback section at: www.wihb.scot.nhs.uk or share your story at: www.careopinion.org.uk or tel. 0800 122 31 35
- tel. 01851 708069 Monday-Friday between 9am-5.30pm.



Bòrd SSN nan Eilean Siar
NHS Western Isles

Patient Travel

Patient Travel Scheme: Travelling to a hospital appointment



Information regarding the Highlands & Islands Travel Scheme, developed to primarily assist patients living in remote and island communities with the costs of travelling to and from non emergency, planned hospital appointments

About the Travel Scheme

The scheme covers attendance for hospital appointments or in-patient stays, both within the Outer Hebrides and on the mainland.

It does **not apply** to patients for whom NHS Ambulance Service transport is arranged, patients being transferred between treatment centres, private patients, psychiatric patients making visits outside the hospital, or patients visiting their GP (or other primary care provider).

It does **not apply** to patients who attend hospital under emergency circumstances. This includes circumstances where an individual requires unplanned medical assistance whilst away from home, i.e. on holiday. It is advisable to consider the use of personal travel insurance to assist, should these circumstances arise.

Qualifying for the Travel Scheme

To qualify for the scheme, patients must be resident or work in the Western Isles area and the distance travelled to the hospital must be thirty miles or more (must be a return trip of sixty miles or more), or involve a journey by sea of more than five miles.

When you receive your appointment

When you receive confirmation of your hospital appointment you must contact your local Patient Travel Office, where staff will make suitable travel arrangements for you.

Assistance for those who are visiting a patient in hospital is not available under the travel expenses scheme. Those in receipt of income-based support visiting someone in hospital may be able to obtain help with visiting costs, and should enquire to their local Department of Work & Pensions office.

Useful information on travel and transport

- Patients are free to choose if they would prefer to travel by air or by sea.
- For patients in receipt of long term treatment on the mainland, who are able to be discharged from hospital, i.e. radiotherapy, return visits home each weekend are permissible.

- Escorts are funded only if this is required for medical reasons. The escort must be an able-bodied adult. The medical requirement for a patient to be accompanied to/from hospital will be determined by the NHS Western Isles Medical Director. Further details can be found in the NHS Western Isles Patient Travel Policy at: www.patienttravelwi.scot.nhs.uk/?page_id=453
- Patients transported to hospital by Air Ambulance will be entitled to have their return journey funded. Transport will be arranged by the NHS.
- If a patient is transported by Scottish Air Ambulance, the decision to have friends or relatives accompanying them falls to the Scottish Air Ambulance crew and is not the responsibility of NHS staff. Travelling on the Air Ambulance does not make an individual a medical escort and they will be responsible for their own accommodation and return journey expenses.
- In the event that the patient returns home by public transport (flight or ferry), and a medical escort to accompany the patient has been authorised, then the costs associated with the return journey for the patient and escort will be reimbursed.
- Authorised escorts are expected to return home at the earliest opportunity or stay at their own expense. Authorised escorts who are required to accompany a patient on the return journey can choose to remain near the hospital to which the patient has been admitted, provided the total cost of accommodation does not exceed the second return air /ferry fare which would otherwise have been required. If the choice is to remain close to the patient and seek reimbursement of the appropriate accommodation expenses, a second return air / ferry fare will not be paid.
- Accommodation and other travel expenses must be paid for by the patient or escort and the costs reclaimed where possible. In some circumstances additional expenses can be reclaimed (bus/taxi/private car). Patients / escorts are advised to contact their local Patient Travel Office to clarify their eligibility for reimbursement of expenses and to determine current travel and accommodation rates.
- It is the patient/patient's representative's responsibility to clarify their rights and entitlements directly with the Patient Travel Office, before incurring any expenses.
- Other NHS Staff, including those based outside the Western Isles, may offer advice on travel arrangements, which may not be an accurate reflection of the NHS Western Isles travel system, entitlement or policy. Therefore any advice received out with the NHS Western Isles Patient Travel Office, should be confirmed directly with the Patient Travel Office before patients undertake travel.
- This scheme applies to NHS care. Private care arrangements are not covered.
- Patients who require the use of ambulance transport should contact the Scottish Ambulance Service, tel. 0300 123 1236.
- If you are unhappy regarding the arrangements for your care under the scheme, you should write to the Complaints Officer, 37 South Beach, Stornoway, Isle of Lewis, HS1 2BB.