NHS
Royal Berkshire
NHS Foundation Trust

Healthcare Travel Costs Scheme (HTCS)

Information for patients and carers who want to claim back costs for transport to hospital appointments

This leaflet explains how you can claim back the cost of your travel to hospital appointments if you are on low income or receive benefits and are entitled to this.

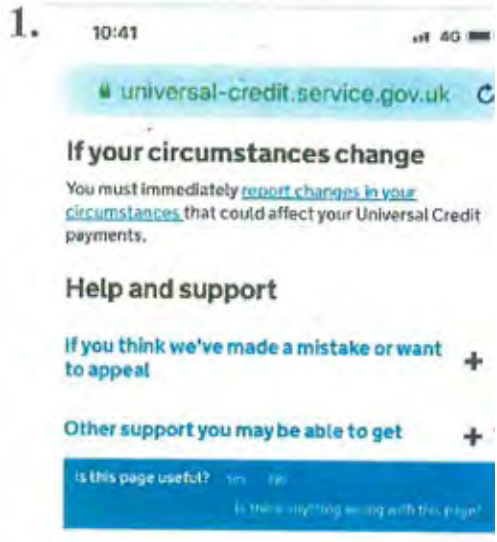
Am I entitled to claim travel expenses?

You are entitled to claim travel expenses if you are in receipt of one of the following benefits:

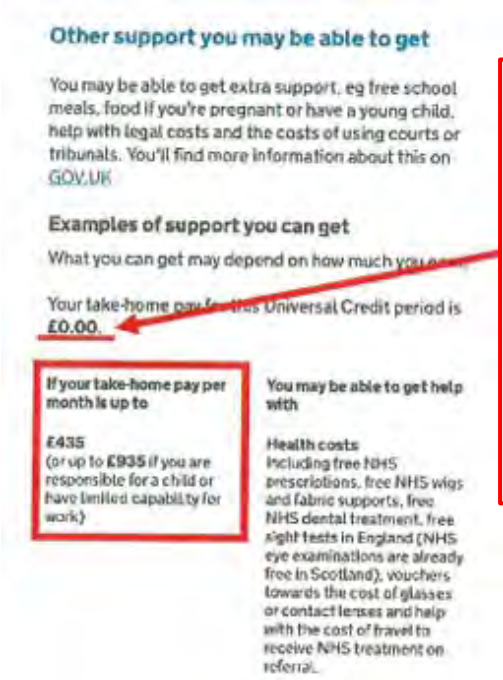
- Pension Guaranteed Credit or Pension Credit Guarantee Credit with Savings Credit.
- Certificate for Low Income – HC2 (full help) or HC3 (limited help) – to apply for this certificate, please complete the HC1 form: 'Claim for help with health costs', which is available from the NHS Business Service Authority or at the hospital's Cashier's Office.
- Universal Credit (see below images for more details). **If you are in receipt of Universal Credit, you must present a copy of your Universal Credit award notice to prove your entitlement.**

To do this, log into your Universal Credit account, go onto your latest payment and follow the instructions below:

1.



Scroll down the payments page until you get to this part: '*Other support you may be able to get*'. You will then need to press the PLUS button (+).



Here is where you check the patient's '*Take home pay*' to make sure the NET earnings are not over £435 (or not over £935 if they are responsible for a child or have limited capability for work).

What documents do I need to make a claim?

To claim travelling expenses you must take the following documents to the Cashier's Office:

- Claim form signed by a member of staff from the ward you attended (available from reception or the Cashier's Office).
- Proof of entitlement (for first time claimants only, unless you've received an up-to-date letter from DWP of your benefit entitlement).
- Proof of travel costs, e.g. bus, train tickets, parking receipt.

If documentation is correct, payment will be made in cash on the day. You can claim for the cost of your bus or train fare, and in some cases, your parking and mileage.

Claiming for taxi fares must be pre-agreed with your clinical team and you must have a valid reason for not travelling on public transport. If possible, we'd recommend you use a volunteer transport service or the EMED non-emergency patient transport, if available. For more information, please speak to the cashier.

Claims are accepted up to 3 months after the appointment date.

If you wish to make a claim that is older than 3 months, you will need to fill out a HC5(T) form and send a written explanation to the NHS Business Service Authority.

Where can I make a claim in person?

Cashier's Office
Address: Level 2, Main Entrance
Royal Berkshire Hospital, Reading RG1 5AN
Open: 8.30am to 4.15pm Monday to Friday (Closed 1pm-2pm)
(Closed weekends & Bank Holidays)

If you have visited one of our other sites, which include West Berkshire Community Hospital / Townlands Memorial Hospital / Prince Charles Eye Unit / Bracknell HealthSpace / Windsor Dialysis Unit, please ask at your clinic reception for the easiest way to claim.

Making a claim outside of office hours

If you're unable to make your claim during office hours, you can leave your form in the exchange slot at the counter so a cheque can be sent to you. Alternatively, e-mail a copy of your form to rbb-tr.income@nhs.net.

Useful contact information

Contact the Cashier's Office on 0118 322 7054 or email: rbb-tr.income@nhs.net.
The advice line contact details for the NHS Business Services Authority is 0300 3301 343.
You can also visit: https://www.nhsbsa.nhs.uk/check-if-youre-eligible-help/getting-benefits#jumplink2 or refer to the HC12 leaflet which you can collect from the Cashier's Office for more information.

Please ask if you need this information in another language or format.

RBFT Cashier's Office, November 2026. Next review due: November 2028.