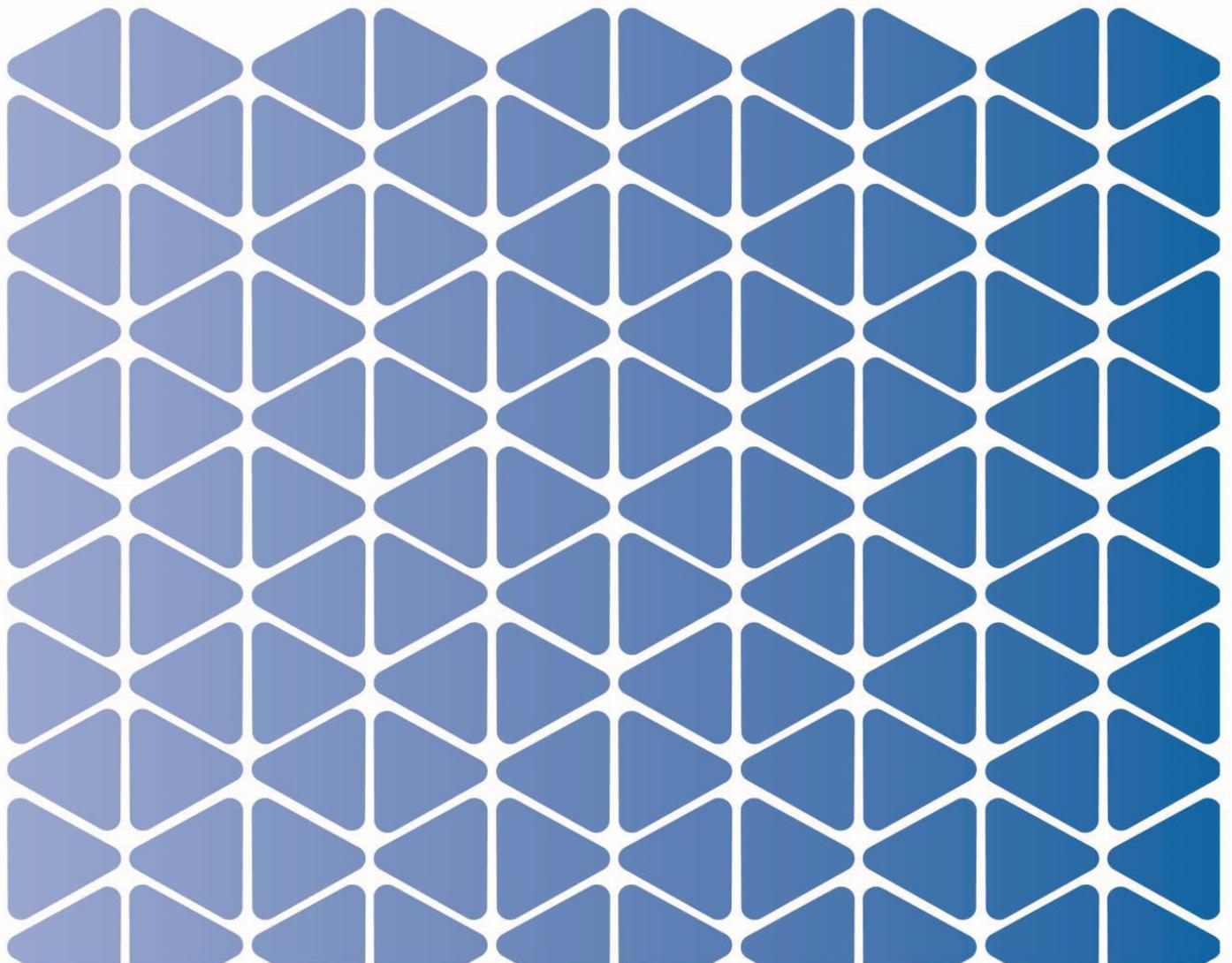




PATIENT INFORMATION – FOR PARENTS

# CLAIMING TRAVEL COSTS WHILST YOUR BABY IS IN HOSPITAL



## **Who can claim:**

You may be eligible if you (or your partner) get:

- Universal Credit, Income Support,
- Income-based Jobseeker's Allowance or
- Pension Credit.

You may also qualify if you have an NHS Tax Credit exemption certificate or if you are on a low income.

Dependent children whose parents or guardians fall into one of the categories above can usually get help with travel costs too if they need to go to hospital. If your doctor says that you need someone to travel with you, the accompanying person's travel costs can be included for help.

## **What you can claim:**

If you fit into the categories above you can claim traveling to see your baby in NNU/TCU. (If you come in on public transport we only pay for one parent).

If you come by car, you can claim 13.2p per mile.

## **How to claim:**

You can claim at the cashier's office in the hospital. You will need to show your tickets/petrol receipts to get paid. Or you can complete an AHC5 form, which are available from the reception desk in the main entrance.

**All parents and carers are allowed free parking while their baby is receiving care on the Neonatal or Transitional Care units – please ask a member of staff to complete a parking form for you to take to the cashier's office.**

**If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.**

### **Patient Experience**

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

### **Feedback**

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

### **Patient Advice and Liaison Service (PALS)**

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

### **How to contact PALS:**

**Telephone Patient Services: 0300 123 1732 or via email at: [wah-tr.PALS@nhs.net](mailto:wah-tr.PALS@nhs.net)**

### **Opening times:**

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.