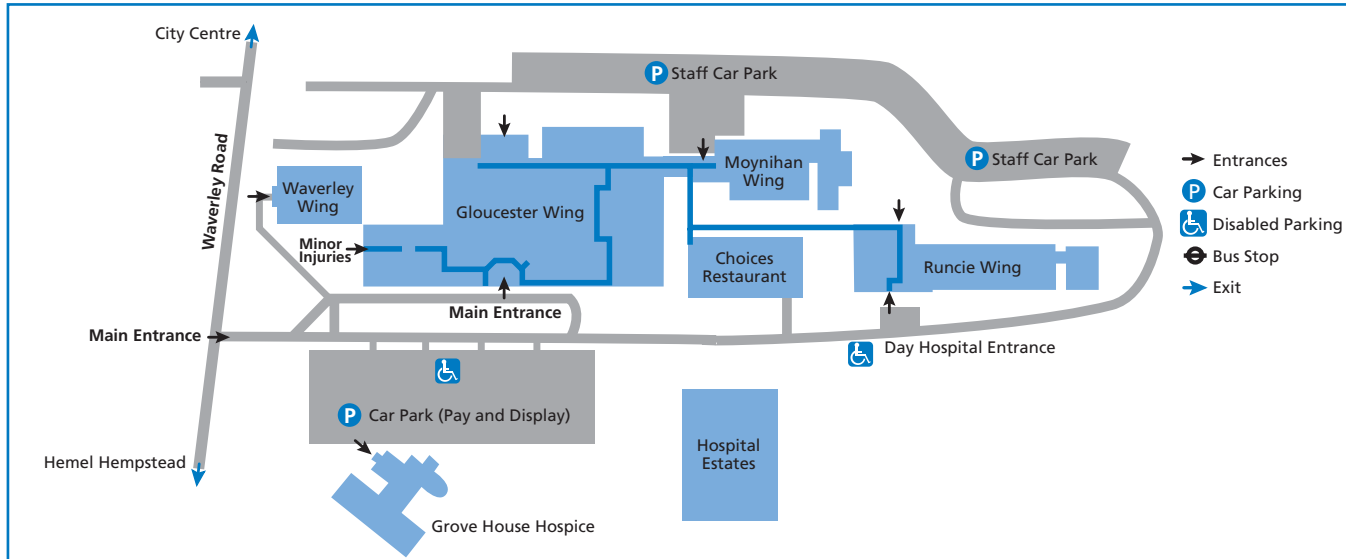


Map of St Albans City Hospital



How do I get to hospital?

Buses

Buses run to the hospital. Please contact your local bus station or Traveline (0870 608 2608) for up-to-date information and timetable.

Taxis

See telephone book for commercial taxi services. There are vehicles and drivers available who are sympathetic to the needs of the disabled. Contact St Albans District Council (01727 866100) for a list of accessible taxis.

Car Parking

- Pay & Display parking is available and you will need to have the correct change on arrival.
- Spaces for drivers with disabilities are available in both front and rear car parks. Please display the official badge in the vehicle.

Useful Numbers

- **Hertfordshire Traveline:** for any queries about passenger services or fares **0845 7244344**. Open 8.30am – 5.30pm, Monday to Friday
- **Minicom:** **01992 588656**, 24 hour answering, replies during business hours
- **D.I.S.H:** Disability Information Service for Hertfordshire **0800 181067**. Freephone Helpline giving information on disabled living
- **Hertfordshire Action on Disability:** **01707 375159** (24 hour service)
- **Inter-Hospital Minibus Service:** Inter hospital minibus service available. Timetables displayed in Main Reception foyer



St Albans City Hospital

How do I get to hospital?

On arrival at the hospital, please report to the reception desk, Gloucester Wing

Can you use passenger transport without help?

You should make your own way there using your own transport or passenger transport (bus, train or taxi). If you need details of buses and trains call Intalink Traveline on **0870 608 2608**.

If travelling by car, the hospital is well sign posted from all major routes.

If your medical condition will be harmed because the journey is very long, or you need to make several changes to get there, then ask your doctor, dentist or midwife for advice. A patient should be able to reach hospital in a reasonable time and in reasonable comfort.

If the bus journey is a problem and you cannot afford a taxi, you might be able to ask a **voluntary car scheme** to help, in which case a donation is usually requested. Please ask first.

Do you find it hard to use passenger transport without help?

Limited arrangements to provide transport may be able to be made for you. This will be on medical grounds only. If you feel you have a medical reason why you feel you need transport to be provided, please contact the clinic or department to which you have been referred.

If you are not entitled to ambulance service transport, the hospital clinic may refer you to the **hospital's own voluntary car scheme** or you could ask a **voluntary car scheme** to help, in which case a donation is usually requested. Dial-a-Ride cannot be used by its members to get to hospital appointments.

Do you require specialised transport?

If ambulance transport is arranged for you by the hospital, please note that this may be provided by car or ambulance and may change over time as your needs change. Ambulance transport is paid for by the NHS.

Who pays?

If it is decided for medical reasons that you need transport, you will not pay.

If you receive Income Support or Family Credit you are entitled to travelling costs (passenger transport or petrol), and this also applies to your partner or dependent children. *You need to take*

proof of DSS benefit and your appointment card to the hospital patient affairs office.

People on low incomes but who do not receive benefit should ask at the hospital for form *HC1*.

Help with hospital visiting costs may be available through the DSS Social Fund. *Ask for a Community Care Grant Form from the DSS.*

Voluntary Car Schemes?

A journey cannot be guaranteed and may only be available to local residents. Call for details and costs.

Districtwide: Hertfordshire Action on Disability run a wheelchair-accessible service on 01707 375159;

Hospital Voluntary Services Car Scheme arranged by hospital clinic or **GP**; **British Red Cross** run a Transport & Escort service arranged by GPs.

Dacorum

Bovingdon Care Group 01442 832999

Chipperfield Care Group 01923 264700

Chorleywood Care Group 01923 284440

Dacorum Community Cars 01442 212888

Kings Langley Care Scheme 0836 234224

Markyare & Flamsted Care Group 01582 841242

Sarratt Care Group 01923 270577

Tring Volunteer Bureau 01442 827149

Harpenden/St Albans

Harpenden Helping Hand 01582 460933

Redbourn Care Group 01582 794550

St Albans Good Neighbours 01727 830713

Wheathampstead Welfare Group 01582 833186