

Once your treatment is complete, if you are not being admitted to hospital you will require transport home.

Have you thought about how you are going to get home after treatment?

Several Options are available to you:

- Own transport
- Taxis
- Buses
- Ambulances/Hospital transport
- Hospital Travel Scheme
- Volunteer car driver
- Inter-hospital transport scheme

Own Transport

Do you have a relative/carer or friend who can pick you up? If yes then please make the necessary arrangements.

Please ask if you require assistance to make these arrangements.

Taxis

There is a direct taxi line located in the main reception area to the right of the cash machine. Please use this if you need to. The cost of the telephone call is free.

If you need assistance to use the telephone please ask a member of staff at reception. Please note that if you do use a taxi the cost of this will be incurred by yourself.

Buses

Bus stops are located within a short distance of the hospital, please ask reception staff for further information if required.

Alternatively information can be obtained from Travel Line 0871 2002233 or Arriva Bus Services 01325 486555

Ambulances/Hospital Transport

There is limited availability of hospital transport. You will only be able to access this if the health care professional treating you deems it to be necessary.

Please be aware that there may be a long wait for hospital transport.

Hospital Travel Scheme

This scheme is available to patients on low incomes or receiving specific qualifying benefits or allowances. The patient may be entitled to be reimbursed in part or in full for costs incurred in travelling to receive certain NHS services where their journey meets certain criteria.

In order to reimburse, patients can attend the Cashiers Office between the hours of 9a.m. & 5p.m., Monday to Friday. Proof of eligibility and cost of transport will be required. The Cashiers Office is located on the ground floor near to the main reception desk within the main hospital area. Please see Reception Staff for further details.

If you are unable to provide proof of eligibility you can visit the Cashier's Office and they will provide you with an application form which will need to be completed. This can be completed up to three months after the date of the transport being required.

Out of Office Hours, the application forms can be obtained from Reception Staff.

Please also see Department of Health website, www.doh.gov.uk for further details.

Volunteer Car Driver

This scheme runs Monday to Friday between the hours of 9a.m. and 5 p.m. Please note that this facility supports all departments within the hospital therefore availability may be limited. Please speak to reception staff for further details.

Inter-Hospital Transport Scheme

For patients who live outside of Darlington, they may be able to make use of the free shuttle bus service that is running between the three hospital sites, Darlington, Bishop Auckland and Durham. Please note that the bus runs direct between the three sites and does not drop off or collect at any other locations. You will be responsible for arranging your own transport from the hospital site to home.

Please see notice at reception which indicates the times of the shuttle bus service.



Getting Home After Treatment at Accident and Emergency

