



# Patient transport services at Mount Vernon Cancer Centre

## How can I request hospital transport to attend Mount Vernon Cancer Centre?

To request hospital transport for your appointments telephone:



**020 3826 2423**

**within two working days  
of being given this  
information sheet.**

Mount Vernon Cancer Centre (MVCC) can provide transport for patients who are eligible. You will be asked some questions to find out **if** we can provide transport for you.

If you get the answer phone message, please follow the instructions carefully so they can return your call as soon as possible.

## If you are eligible for hospital transport

If you are eligible for hospital transport, you will be travelling on a vehicle which will be picking up other people. When you have had your treatment, there may be a wait for the other people to be ready, before you are taken home.

You should be prepared to be at the hospital for at least half a day or sometimes a whole day. It is important to bring any medication you may need and some food and drink or money to buy food and drinks. We cannot say what time your return journey will be. Your appointment times will be booked to match what time transport is available.

## What time will I be picked up?

Please be ready to be picked up three hours before your appointment time.

## Will my transport come at the expected time?

Although you must be ready three hours before your appointment time, your transport may be collecting other people before you. This means we cannot give you a specific time.

**Please note:** you may even arrive at the hospital after your appointment time.

## What should I do if my transport has not arrived one hour before my appointment time?

Please call the transport team who will find out what has happened and will phone you to let you know. Do not arrange for a private taxi to take you as we will not be able to repay your costs.

## What happens if I arrive very early for my appointment.

You will be seen as soon as possible however, there may be a wait.

## Will I still be seen if I arrive late for my appointment?

Yes. You will be seen as soon as possible, even if you arrive after your appointment time.

## Can I bring someone with me as an escort?

You can only bring someone with you if the transport team has given permission. This is only given in special circumstances. ie. certain medical conditions.

The need for a translator is not a reason for being allowed an escort. This is because there is a translation service available. However, here may be some exceptions.

Please discuss any issues/concerns with the transport team.

## **A friend/relative has offered to bring me for one of my appointments. What do I do about transport for that day?**

Please ring at least 24 hours before your appointment so that the transport can be cancelled and the hospital will not be charged. If you are offered a lift at the weekend for a Monday afternoon, please ring and leave a message on the answer phone.

**Please be aware that if there is less than 24 hours notice, the hospital will still be charged even if you do not use the transport.**

## **What should I do if I am not well?**

Please ring the department where you have your appointment. If they say you are not well enough to attend, please ring the transport team so they can cancel your transport.

## **What should I do if I have any other questions?**

Please ring the transport team on **020 3826 2423**

### **Please remember that hospital transport is:**

- an expensive and limited facility**
- not a personal service**
- only organised to ensure patients can get to the hospital for their appointments**

## **Is there any other support if I am not eligible for hospital transport?**

The Healthcare Travel Cost Scheme is available for patients who cannot meet the cost of transport.

You must meet the Scheme's criteria to claim a refund for some travel costs.

Please ask at the Patient Affairs Department at the main entrance of Mount Vernon Hospital.

If your circumstances change please talk to your health care team.

## **Where can I get more information about getting to Mount Vernon Cancer Centre?**

Please see the information sheet 'Getting to Mount Vernon Cancer Centre' available from the Lynda Jackson Macmillan Centre (LJMC) or on the LJMC website.

Useful websites:

- [www.ljmc.org](http://www.ljmc.org)
- [www.tfl.gov.uk](http://www.tfl.gov.uk)

## **Where can I get more information about cancer?**

The Lynda Jackson Macmillan Centre offers information and support to patients affected by cancer and their families. It is located next to the chemotherapy suite at Mount Vernon Cancer Centre. You can drop in without an appointment, 9.30am - 4.30pm weekdays or call the helpline on 020 3826 2555.