

27. Transport and Parking

Most of the treatments for cancer require frequent and/or prolonged visits to the hospital or treatment centre. Some people (especially the elderly) may not have readily available access to transport and may find it difficult getting to and from the hospital at all, let alone at the time their treatment has been allocated (early morning start times and late finishes). The cost of so many hospital visits – petrol, parking fees, public transport fares etc can be a considerable worry and financial burden. Hospital parking can be a cause of stress in itself. Many hospitals don't have enough parking spaces for the amount of people using them. Having to worry about whether they will be able to park can be a stress that most people could do without at an already distressing time.

How can I manage my problems with transport and parking?

- Some patients are eligible for hospital transport, for example if they have mobility problems. Find out from the patient transport service if you are eligible (see contact details below).
- Some of the stress associated with transport and parking can be avoided with some planning. It may be beneficial to leave half an hour earlier than usual so you can be sure you will still be in time for your appointment if you have trouble on route or parking the car. Using public transport, such as a bus or taxi, will avoid parking problems.
- The Healthcare Travel Costs Scheme (HTCS) is for patients who do not have a medical need for ambulance transport and who cannot afford the cost of travel. Contact the Cancer Information and Support Centre for advice on the conditions for reclaiming hospital car parking charges, who is eligible and how you go about doing it.
- If you are awarded the Mobility component of the Disability Living Allowance you will have an automatic entitlement to a Blue Badge parking concession and, if you use a car or one is used for you, to exemption from road tax.
- If you have a disability caused by your cancer or its treatment, you may be able to get help with bus and train concessions too. Disabled Person's Railcard helpline: **0845 6050 525**. Contact your local council for a Concessionary Travel - Bus Pass.
- If you are on a low income you may be entitled to help with NHS costs, including travel for hospital treatment. You can get information about these benefits from your local Social Security office, the Benefit Enquiry Line (**0800 882 200**) or the Department for Work and Pensions website at www.dwp.gov.uk
- If you need additional help you may find your local social services department helpful as they can assist with advice on transport.

Local Resources:

Resource	Contact Details
<p>Transport Access Patient Service (TAPS) Hospital car service (42p per mile). Booking requests need to be received at least 48 hours before an appointment, but no more than 14 days before</p>	<p>TAPS Team Please call for more information: 08450 539100</p>
<p>Parking at Derriford Various concessions are available: Oncology patients attending for treatment £1.20 day rate Patients undergoing a course of treatment for 3 days a week £1.20 per day Frequent visitors: There are also discounts for frequent visitors</p>	<p>Please see Mustard Tree Macmillan Services Booklet for more information For more information please call: 01752 432000 or go to the parking desk, level 6 main reception</p>
<p>Mustard Tree Parking For those attending booked appointments at the Mustard Tree there are a limited number of free car park-ing spaces nearby</p>	<p>Please collect pass at Mustard Tree reception to display in windscreen. For more information please call: 01752 430060</p>
<p>Park and Ride George Park and Ride opposite the Toby Carvery, Roborough journey time 9 mins</p>	<p>6:30 to 18:30 Parking is free, you will then need to purchase a ticket to travel on the bus</p>
<p>Bus Service Bus timetables can be obtained from the Civic Centre, from public libraries and Derriford Hospital foyer</p>	<p>Traveline: 0871 200 2233 https://www.traveline.info/</p>
<p>Healthcare Travel Cost Scheme Some patients in receipt of certain state benefits may be entitled to a refund of their parking costs and travel expenses</p>	<p>For more information please visit the Cashier's Office on level 7 of Derriford Hospital or telephone: 0845 155 8170</p>
<p>TASS (Tavistock Area Support Services) If getting to and from the hospital, GP, or other medically related appointment is a problem, then give TASS a call. TASS are able to provide community transport for the people of Tavistock and surrounding area. If you are on benefits, then TASS can help you claim back some, if not all, of the fare.</p>	<p>01822 616958 http://tastavistock.org.uk/transport/</p>
<p>Age UK Community Support Services offer support for:</p> <ul style="list-style-type: none"> • support in attending appointments • Assistance with shopping trips • One-to-one support • Sitting Service 	<p>Plymouth Contact: Home Care Tel: 01752 831989 Cornwall Contact: Home Care Tel: 01872 266388</p>

<p>Livewell South West: Panic This workshop aims to break down some of the myths surrounding panic and help you to manage your panic attacks.</p> <p>Managing Anxiety This one hour workshop provides information on the psychological and physical symptoms of anxiety and strategies to manage this including breathing, goal setting and cognitive behaviour therapy</p> <p>Managing Stress This one hour workshop introduces the symptoms of stress and how the body responds, and provides simple strategies to manage this</p>	<p>Livewell South West: To book a place on any of the 1 hour workshops please call: Tel: 01752 435419 or Email: plymouthoptions@nhs.net</p>
<p>Mustard Tree Cancer Support & Triangle Drop In Centres Ask questions, share concerns, offers a range of services including benefits advice. Support, advice and information for cancer patients and their carers</p>	<p>Mustard Tree, Derriford Hospital: Mon to Fri 9am to 5pm 01752 430060/431468 Kingsbridge: Tuesdays 10am to 4pm 01548 852349 Liskeard: Thursdays 10am to 4pm 01579 373500 Tavistock: Fridays 10am to 4pm 01822 615935</p>

National Resources:

Resource	Contact Details
<p>Citizens Advice Bureau</p>	<p>http://www.adviceguide.org.uk/ 0808 800 9060</p>
<p>Department for Work and Pensions Benefit Enquiry Line</p>	<p>www.dwp.gov.uk 0800 882 200</p>
<p>The Association of Charity Officers Tries to help individuals to find specific charities that may be able to offer some financial assistance. Using information about you such as your occupation, where you live, your religion and your type of cancer it is usually able to find relevant charities.</p>	<p>www.aco.uk.net 02072 554 480</p>
<p>Macmillan Cancer Support Provide comprehensive advice and information on all aspects of cancer.</p>	<p>www.macmillan.org.uk 0808 808 0000 (Mon-Fri, 9am-8pm)</p>