TRANSPORT to Healthcare in North East Lincolnshire

Grimsby, Cleethorpes, Immingham and surrounding area

April 2009
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North East Lincolnshire Council aims to provide you with better information about the best travel options available for healthcare. The purpose of this booklet is to detail all available transport options when travelling to healthcare.

This leaflet will help you make better choices about how you travel to healthcare services. It includes information on walking, cycling, buses, trains and community transport. The guide also has information relating to patient transport, the Hospital Travel Costs scheme, useful telephone numbers and websites.
When possible why not try cycling or walking to the dentists, doctors or your next appointment at Diana Princess of Wales Hospital? For some people walking or cycling can be their best means of transport for certain journeys e.g. for a routine check up or visiting a friend in hospital.

Benefits

- **Weight Control** - walking can burn up to 100 calories in 20 minutes.
- **Low cost** - no fuel/parking costs.
- **Convenient** - you do not have to follow the public transport route.
- **Healthy** - it can help prevent heart disease and high blood pressure, it also good for mental health.
- **Enjoyable** - North East Lincolnshire is renowned for its beautiful countryside, it also has a network of cycle lanes/parking and local walks.
- **Environment** - no pollution and helps reduce traffic congestion or time spent looking for a parking space.
- **Sociable** - a chance of meeting and talking to people along the way.
- **Awareness** - helps to see what is going on and experience new sights and sounds.

North East Lincolnshire Council produces a specific guide to cycling in North East Lincolnshire. To find out where you can pick up your copy - telephone (01472) 313131.
Look out for Pedal and Stride!

Pedal & Stride are the new mascots for cycling and walking in North East Lincolnshire.

Pedal, will help you by letting you in on some great tips for cyclists, whether you are looking for routes, safety, maintenance or parking.

Stride will help you get out and about in many different ways. Stride has already let people know their quickest routes into Grimsby Town centre and made maps and guides to some of the nicest places to go for a stroll in the area.

Road Safety

The bike is a convenient and cheap mode of transport and the benefits of cycling as a healthy form of exercise are well known. It is important to ensure that your cycle is well maintained for your own safety. The wearing of a cycle helmet is strongly recommended as it will help to protect you if you are involved in an accident. For more information on walking or cycling in North East Lincolnshire please contact Transport policy on 01472 313131 or visit http://www.nelincs.gov.uk/transportstreets/cycling/
Public Transport Services

Concessionary Fares ➤ Bus Services ➤ Trains ➤
Taking the bus

Stagecoach Grimsby Cleethorpes operate the main bus services in North East Lincolnshire. Why not try taking the bus to your next health appointment? For example, during main visitor times the Car Park at Diana Princess of Wales Hospital is extremely busy. The number 9 Stagecoach Grimsby Cleethorpes bus service will drop off and pick you up near the main hospital entrance, operates with a 15 minute frequency during the day time and uses low floor buses. Why not take the stress out of driving, using busy car parks, waiting in queues and take the bus to Grimsby Hospital!!

Also, why not think about taking the bus to your next dentist appointment instead of using your car.

Examples of how to access health service by using the bus

<table>
<thead>
<tr>
<th>Access to Health Services</th>
<th>Address</th>
<th>Bus Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grimsby Hospital</td>
<td>Diana Princess of Wales Hospital, Scartho Rd, Grimsby DN33 2BA</td>
<td>9,8, and 51</td>
</tr>
<tr>
<td>Louth Hospital</td>
<td>County Hospital Louth High Holme Rd, Louth LN11 0EU</td>
<td>51</td>
</tr>
<tr>
<td>St. Hugh’s Hospital</td>
<td>Peaks Lane, Grimsby DN32 9RP</td>
<td>3</td>
</tr>
<tr>
<td>Scartho Medical Centre</td>
<td>26 Waltham Rd, Grimsby DN33 2QA</td>
<td>51 or 8</td>
</tr>
<tr>
<td>Pilgrim Primary Care Centre</td>
<td>Pelham Rd, Immingham DN40 1JW</td>
<td>45/46</td>
</tr>
<tr>
<td>Grimsby Community Clinic</td>
<td>Kingsley Grove, Grimsby DN33 1DW</td>
<td>13</td>
</tr>
<tr>
<td>Open Door Health Clinic</td>
<td>13 Hainton Ave, Grimsby DN32 9AS</td>
<td>9/13/7 or 3</td>
</tr>
<tr>
<td>Weelsby View Medical Centre</td>
<td>Ladysmith Rd, Grimsby</td>
<td>7</td>
</tr>
</tbody>
</table>

For more information about the bus services which operate within the area, please visit http://www.nelincs.gov.uk/transportstreets/publictransport/ or refer to the North East Lincolnshire Bus Timetable Guide. This is available with any of the local council offices.
Do I qualify?

For people over 60 years old or eligible registered disabled, why not take the bus to your next appointment? If you don’t already have a bus pass here is some useful information relating to the scheme.

North East Lincolnshire Council’s English National Concessionary Travel Pass allows free travel all day on locally registered bus services within North East Lincolnshire and discounted rail travel between any two stations within North East Lincolnshire from 9.30am - 11.00pm Monday to Friday, all day weekends and bank holidays.

The groups below are eligible for the English National Concessionary Travel Pass:

- Aged 60 or over
- People who are in receipt of the Higher Rate Mobility Component of the Disability Living Allowance (HRMCDLA)
- Those profoundly or severely deaf
- Without speech
- Applicant would, if he applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, have his application refused pursuant to section 92 of the Act (physical fitness) otherwise than on the ground of persistent misuse of drugs or alcohol
- Blind or partially sighted
- Have a learning disability
- Lost the long term use of both arms
How do I get a North East Lincolnshire Council National Concessionary Travel Pass?

You can pick up your NELC English National Concessionary Travel Pass from any of the following Council Offices:

- **Civic Offices**, Knoll Street, Cleethorpes
  Opening hours: Mon - Fri 9.00am - 5.00pm

- **Municipal Offices**, Town Hall Square, Grimsby
  Opening hours: Mon - Fri 9.00am - 5.00pm

- **Immingham District Office**, Civic Centre, Immingham
  Opening hours: Mon 9.00am - 4.00pm
  Wed 10.00am - 2.00pm
  Fri 9.00am - 4.00pm
Whether your application is on the basis of age or disability you will need to bring along one of the following forms of identification:

Proof that you qualify has to include evidence of your eligibility (see below) and confirmation that you live within North East Lincolnshire. Some types of proof that you live within the area could be; Council Tax Demand, Utility Bill, Driving Licence, Medical Card.

Residents of Fitties, Beachcomber or Thorpe Park camps must show that they pay the ground rent (including a council tax element) or the council tax direct - in the name of the applicant or their partner. This may be proven by a letter of confirmation from the camp’s management.

- **If applying on age (over 60’s):** proof may include one of the following birth certificate, passport, driving licence, medical card, pension book along with proof of residency.

- **If applying on disability grounds:** proof will be the registration with North East Lincolnshire Care Trust Plus (social services) as evidence of eligibility. If receiving Higher Rate Mobility Component of the Disability Living Allowance (HRMCDLA) you are automatically eligible without registration with North East Lincolnshire Care Trust Plus.

- **If applying on being medically unfit to drive:** proof will be letter D206 from the DVLA, refusing to issue a driving licence on medical grounds or letter D235 withdrawing a licence on medical grounds. Also acceptable is a letter from the applicant’s doctor on letter headed paper confirming the applicant is medically unfit to drive.

- **If applying as a war pensioner receiving mobility supplement:** proof will be a war pension book or a letter confirming that the applicant has a war pension and is in receipt of ‘mobility supplement.’
Companion’s eligibility

Application for a companion should be a letter from the disabled person’s doctor, on letter headed paper, stating that the person to be accompanied, “cannot use public transport unaided.” The letter should be clear, and confirmed by telephoning the surgery office.

For further information please telephone (01472) 313131.
If you are arriving at Grimsby Town train station by train and have an appointment at Diana Princess of Wales Hospital, Grimsby you can use the number 9 Stagecoach Grimsby Cleethorpes bus service to get to the hospital. The nearest bus stop is located on Bethlehem Street just outside the train station.

You can also use your NEL English National Concessionary Travel Pass from 9.30am - 11.00pm Monday to Friday and all day weekends and bank holidays to obtain discounted train travel between any two of the following train stations:

- Cleethorpes
- New Clee
- Grimsby Docks
- Grimsby Town
- Great Coates
- Healing
- Stallingborough
- Habrough

For up-to-date timetable information please contact National Rail Enquires on 08457 48 49 50 or visit www.nationalrail.co.uk
Patient Transport Services

Hospital Travel Costs Scheme ➢
Dial A Ride ➢
Phone n Ride ➢
Community Transport ➢
List of Community Car Schemes ➢
Patient transport services are provided to help patients get to their hospital appointment if they have a clinical condition that prevents them safely making their own way.

The non-emergency Patient Transport Service (PTS) provides much needed support to patients, and their carers, and is an extremely important part of transport.

East Midlands Ambulance Service (EMAS) move patients between the three sites of Goole Scunthorpe and Grimsby for outpatient and day care appointments. They also carry out admissions and discharges at the request of Northern Lincolnshire Goole NHS trust to various locations. The patients who travel are unable to use another means of transport, due to medical conditions.

Regular journeys to hospitals all over the UK are available, where specialised services are provided to patients - such as the Moorfields Eye Hospital, Stoke Mandeville Spinal Unit and the Great Ormond Street Children's Hospital, Papworth and Addenbrookes.
Booking Transport

Eligibility for hospital transport will be assessed when you are contacted to agree an appointment date. Transport arrangements will be confirmed in your appointment letter.

For outpatient and pre arranged admissions please contact the number below whichever hospital you are due to attend:

**Contact centre 01724 387710**

The booking officer will ask you a series of questions to help assess your needs; if you are eligible for transport it will be booked for you. Please allow one week before you are due to attend hospital to book your transport. If you have an urgent appointment please ring the contact centre as soon possible.

Cancelling Transport

If for any reason you wish to cancel transport please telephone the contact centre on 01472 875354 (Grimsby) or (01724) 387710 (Scunthorpe).

Or contact the East Midlands Ambulance Service direct;

Telephone: 0115 884 5000
Fax: 0115 884 5001
Minicom facilities are available on: 0115 929 1119
The Hospital Travel Costs Scheme provides financial help to those patients who do not have a medical need for ambulance transport and who cannot meet the alternative travel to hospital. You may be able to claim a refund under the 'Healthcare Travel Costs Scheme' (HTCS) of the cost of travelling to hospital or other NHS premises for NHS-funded treatment or diagnostic test arranged by a doctor or dentist.

To qualify for help with travel costs under the HTCS, you must meet three conditions:

1. At the time of your appointment, you or your partner (including civil partners) must be receiving one of the qualifying benefits or allowances, or meet the eligibility criteria of the NHS Low Income Scheme.
2. Your journey must be made to receive NHS-funded non-primary medical or non-primary dental care services, to which you have been referred to by a GP, dentist or hospital consultant.
3. For referrals made by a GP or dentist, the service must be provided on a different day and in premises other than those occupied by the GP or dentist who made the referral.

You or your partner (including Civil partners) receive

- Income Support,
- Income-based Jobseeker’s Allowance,
- Income-related Employment and Support Allowance,
- Pension Credit Guarantee Credit, or
- you are named on, or entitled to (use your award notice as evidence), a NHS tax credit exemption certificate, or
- you have a low income and are named on certificate HC2 or HC3. To apply for this certificate, you should complete form HC1 available from your local hospital, Jobcentre Plus offices, or from the DH publications order line on 0845 610 1112.

An information booklet HC11 Help with health costs (PDF) is available to download here or can be obtained from the NHS forms orderline on 0845 610 1112.

Further information about HTCS is also available from the NHS Prescription Pricing Division (PPA) by calling the health costs advice line on 0845 610 1166.
Dial A Ride provides accessible transport for people who find it difficult to use public transport due to illness or disability.

The Dial A Ride vehicles are all modified to carry wheelchairs.

Passengers ring the office preferably 3 to 4 days before they want to travel and book their ride. The booking clerk will work out the route to be as efficient as possible, collecting people in the same area with similar travel requests. The service is door to door for the passengers and a companion.

All bookings are taken between 9.00am - 3.00pm Monday to Thursday. The office is closed at weekends but the buses run 7 days a week subject to driver availability.

Dial A Ride can be used to visit friends, relatives, the theatre, social clubs, pubs, shopping, work, voluntary work, college, the hospital, doctor - anything that you have been prevented from doing by a lack of accessible transport.

**Cost** - There is a £5 registration fee, yearly from the 1st April, to help with postage and photocopying costs. The cost of the journey works out at approximately half the price of a taxi.

**Apply** - Please send a self addressed envelope for return of your registration card. For further information please contact;  
Dial A Ride, 166 Cleethorpes Road, Grimsby,  
North East Lincolnshire, DN31 3HW  
Tel: 01472 269199
Phone n Ride

Phone n Ride is North East Lincolnshire Councils demand responsive Bus Service. Unlike traditional bus services Phone n Ride has no fixed route or timetable, you tell it where you want to go.

Both services are open to all residents of North East Lincolnshire and the neighbouring villages of Keelby, Brocklesby and North & South Killingholme and are aimed at providing a public transport alternative for people who for whatever reason do not have access to the traditional bus network.

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Bookings can be made by telephoning (01472) 324440 (Mon - Fri 8.00am to 5.30pm).

Phone ‘n’ Ride operates between 7.00am and 7.00pm Monday to Saturday (excluding Bank Holidays).

Phone n Ride is free for NEL National Concessionary Travel Pass holders.

‘The Bus Everyone Could Book’

www.phonenride.com
Community and voluntary car schemes target passengers who have particular difficulty in using conventional public transport. These schemes also operate in rural areas where public transport services are not as frequent, although there is usually a charge for using the service; it is much cheaper than using a taxi.

The service can be booked in advance to pick you up at an exact time. Some schemes specialise in transport to medical appointments while others will undertake journeys for a variety of reasons.

Community car schemes help those people who:

- Are elderly
- Have impaired mobility
- Are unable to use public transport
- Live in rural communities

If you have not been granted hospital transport and you need to make your own way to the hospital, companies listed maybe able to help provide you with the much needed transport.

Help

Many community transport schemes rely heavily upon volunteers to drive and also to co-ordinate the routes. Volunteers are not paid for their time but will be reimbursed mileage rates. If you are interested in volunteering please contact the scheme, which you are interested in helping.
## List of Community Car Schemes

<table>
<thead>
<tr>
<th>Name of Scheme</th>
<th>Journeys covered</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dial a Ride Grimsby</td>
<td>Medical/Social</td>
<td>01472 269199</td>
</tr>
<tr>
<td>Phone n Ride</td>
<td>Any</td>
<td>01472 324440</td>
</tr>
<tr>
<td>The Voluntary Car Scheme North Lincolnshire</td>
<td>Medical/Social</td>
<td>Jen Reeve or Carole Foster on 01652 636292, (Monday - Friday) 9am to 12 noon</td>
</tr>
<tr>
<td>Wolds Minibus</td>
<td>Any</td>
<td>Stan Fisher 01472 398664</td>
</tr>
<tr>
<td>Transport Solutions Rural North Lincolnshire</td>
<td>Medical/Social and group bookings</td>
<td>Carol Szakal 01652 661226</td>
</tr>
<tr>
<td>The British Red Cross Grimsby</td>
<td>Medical</td>
<td>01472 240477</td>
</tr>
<tr>
<td>The British Red Cross North Lincolnshire</td>
<td>Medical</td>
<td>01724 270304</td>
</tr>
</tbody>
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You can find bus and train travel information by contacting the following providers:

**Traveline** - 08712 002 233.
Give us a ring! Traveline can help plan your journey by public transport.

**Traveline SMS service**
Watch out for Traveline SMS publicity next time you waiting for the bus. Bus timetable information is currently available via your mobile phone. It is the most convenient way of accessing travel information. At each individual bus stop is a 7 letter code. By simply texting the code to 84268 you will get an instant reply, providing details for the next timetabled departures for that specific stop.

**Transport Direct** - www.transportdirect.org.uk
Source of information for people wanting to travel by bus, coach, train, car or aeroplane.

**Train travel information** - www.nationalrail.co.uk
or 08457 48 49 50
Door-to-Door
information and advice about transport and travelling for disabled and less mobile people
http://www.dptac.gov.uk/door-to-door/

Dial a ride Grimsby
community transport within North East Lincolnshire contact
Dial A Ride, 166 Cleethorpes Road, Grimsby, North East Lincolnshire, DN31 3HW
or ring 01472 269199

Phone n ride
information on community transport within North East Lincolnshire
http://www.nelincs.gov.uk/transportstreets/phone-n-ride.htm
or ring 01472 324440

NHS Direct
health advice and information
or ring 08454647

Northern Lincolnshire and Goole hospitals
offering help, advice, information and support for patients
http://www.nlg.nhs.uk/IFP/ or ring 01472 874111

Transport Direct
information for people wanting to travel by bus, coach, train, car or aeroplane:
www.transportdirect.org.uk

Translinnc
information about services offered within North East Lincolnshire
http://www.translinnc.co.uk/About_Us/Overview/

Traveline
information on people wanting to travel by public transport (bus, coach and train):
www.traveline.org.uk or ring 08712 002 233

Valuing people and transport
useful information and links about transport espically for people with learning disabilities:
http://www.valuingpeople.gov.uk/dynamic/valuingpeople4.jsp

Patient Advisory and Liaison Service
offering help, advice, information, and support for patients, carers, relatives and friends
http://www.nlg.nhs.uk/services/PALS.asp or ring 01472 875403

Stagecoach Grimsby Cleethorpes
01472 358646

National Rail Enquiries
www.nationalrail.co.uk or 08457 48 49 50
This booklet can also be provided in large print, audio and in alternative languages upon request.