

Patient transport services to Mount Vernon Cancer Centre



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

Patients unable to travel by public or private transport for medical reasons may be eligible for non-emergency transport to appointments at Mount Vernon Cancer Centre (MVCC).

MVCC does not have a transport coordinator. The table below shows the different transport services. Please contact the service that covers the area where you live. The transport team will ask you a series of questions to help determine if you have a medical reason for needing transport.

A medical reason may include being unsafe to travel alone or suffering from side effects following treatment.

Area	Contact
Bedfordshire Luton Hertfordshire	East of England Service Tel: 0345 605 1209
Berkshire Buckinghamshire Oxfordshire	South Central Ambulance Service for Thames Valley Tel: 0300 123 3235
London	Please ask a member of your treatment team or call the Contact Centre Hub: 0333 332 5470.

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

Please call your transport team/provider who will find out what has happened and let you know. Do not arrange for a private taxi to take you as you will be unable to reclaim your costs. If you are travelling from the London area please call the radiotherapy assistants on 07825 024683 or 07825 024170.

What happens if I arrive very early for my appointment.

Please check in at the reception desk. You will be seen as soon as possible. However, you may still have to wait until your scheduled appointment time.

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 only applies in special circumstances, eg, for certain medical conditions.

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

Please discuss any issues or concerns with your treatment team.

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 your transport team so they can cancel your transport.

What do I do after my appointment?

Let the receptionist know when your appointment is finished; they will contact your driver and show you to the seating area.

We cannot say what time your return journey will be so you should be prepared to be at the hospital for at least half a day or longer.

It is important to bring any medication you may need and some food and drink or money to buy food and drinks.

Is there any other help if I am not eligible for hospital transport?

If you are on a low income, you may be eligible for help with paying for the cost of transport to and from the hospital for clinic and treatment appointments. This includes bus and train fares and car mileage but not taxi costs.

For information about eligibility, please speak to Patient Affairs (020 3826 2343) or visit www.nhs.uk and search for 'Travel costs'.

There are a number of local community transport services. Contact your local council for details of services in your area or visit: www.gov.uk and search for 'Community transport services'.

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).

Call the LJMC on 020 3826 2555 or visit www.ljmc.org to obtain a copy.