



**Support. Educate. Connect.**

**Medical Travel Financial  
Assistance Advice – FAQs**

*Hello all*



What help is available to me to help cover travel costs to medical appointments?

07:13 PM



Great to hear from you.  
We have put together this  
handy guide to answer all  
your questions

07:14 PM



07:15 PM



## NHS Healthcare Travel Costs Scheme (HTCS)

### Did you know?

If you're referred to hospital or other NHS premises for specialist NHS treatment or diagnostic tests by a doctor, dentist, or another primary care health professional, you may be able to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme (HTCS), direct from the NHS.

Reimbursement can include the reasonable cost for both the patient and one carer subject to meeting their three eligibility criteria and can be done simply on the day. You can find details of the eligibility and the simple steps to apply via the following link:

<https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/>



### What is the Action for XP medical travel financial assistance grant?

As a charitable, volunteer run, organisation with limited funds our Medical Travel Assistance Grant is intended only for families who do not qualify for the above NHS HTCS programme, but still deem themselves to be in a situation of financial hardship. We ask that in the first instance families should utilise the NHS Healthcare Travel Costs Scheme, and only revert to this programme where absolutely necessary.

Our travel grant is a programme intended to provide financial support to families who need it most, and would otherwise be unable to access the National XP Service for specialist, targeted healthcare. It is not intended to reimburse the full cost of such appointments, but rather is a contribution toward these costs, and only for those families who are facing financial hardship.



Am I eligible for a financial assistance grant?

This programme is aimed solely at those families who consider themselves genuinely unable to afford the cost of travel to their annual appointment at the National XP Service, London, (and have been unsuccessful in receiving funding via the NHS HTCS route), and for whom the cost renders them unable to attend or at risk of further financial hardship as a result of their appointment.

Individuals already in receipt of Disability Living Allowance (DLA) in the middle or high rate, or those receiving PIP are NOT eligible.

Please note, if you have successfully had your costs reimbursed by the NHS HTCS or any other grant body you are not permitted to apply for our scheme and are ineligible.



Why am I not eligible if I am in receipt of (non-means tested) disability benefits?

If you receive Disability Living Allowance or PIP this is a recognition from the UK government that you are entitled to additional funding to support additional costs associated with your disability. In this event, we would expect it to be fair and reasonable that you set aside some of this allowance for attendance of medical appointments for which it is intended. Therefore, we are unable to consider further funding from us for individuals already receiving DLA/PIP funding.

This allows us to make sure that our limited charitable funds can be utilised in supporting those most in need.



How do I apply for a medical travel financial assistance grant?

You can apply for our medical travel financial assistance grant online via the following link which you can do within 28 days after the date of your appointment (applications will not be accepted prior to attending the appointment).

Apply here: [www.actionforxp.org/medical-travel-grant.html](http://www.actionforxp.org/medical-travel-grant.html)

If you intend to apply for a grant, please request an attendance slip from the clinic during your appointment as this will need to be uploaded alongside your appointment letter and receipts at the time of your application for it to be valid.

Our team will then authenticate your receipts and your application will be processed.



How much is payable via the grant scheme?

Subject to receipt of a complete application with valid invoices/receipts, our grant awards will be made to a capped maximum amount of £250.00 depending on where you live.

We operate a geographical banding system on a sliding scale of award amount depending on the point of travel and proximity to the clinic. Therefore, not all applications will be eligible for full amount.



Apply and submit your receipts online here:  
[www.actionforxp.org/medical-travel-grant.html](http://www.actionforxp.org/medical-travel-grant.html)

If you need help submitting your application, help is on hand. Please email [admin@actionforxp.org](mailto:admin@actionforxp.org) for assistance.



How and when will I receive the grant payment?

If your grant application is successful, you will be notified, and the funds will be transferred into the bank account you nominated during the application process. We aim to make payments within 3-5 working days of confirmation of successful application. However, as a volunteer run organisation this is not always possible due to holiday commitments and health events of our team, so we ask for your patience.



What costs/expenses will the grant cover?

We will only cover the cost of reasonable essential travel and overnight accommodation (where travel is in excess of 2.5 hours) up to the maximum value of £250.00. Receipts for expenditures will need to be submitted along with the application for it to be valid. Due diligence will be carried out by our team to verify claims ahead of grant awards.

Only travel in standard class or via the cheapest mode of transport for your circumstances will be considered, (eg the use of public or own transport over the use of taxis). Overnight accommodation receipts can be included where travel time exceeds 2.5 hours (per way) by train or car or cannot otherwise be done in time for the appointment start, i.e. the first train is too late to get you to your appointment in time.

We cannot cover food or other associated costs. However, the clinical team currently provide lunch vouchers for families during the clinical appointment; please enquire with the specialist nurses or team administrator if you have any questions about this.



What if multiple patients from my family are attending on the same day?

We know that sometimes families have more than one affected individual attending the same clinic. In this event, please apply as normal as a single application, but let us know how many patients were included in the visit and we will adjust the award cap accordingly.



What medical appointments are covered by this grant programme?

We are only able to extend this grant programme to routine, annual clinics within the National XP Service, within the Rare Disease Centre, Guys and St Thomas'. Attendance of additional follow up appointments and appointments outside of this are not eligible.

For follow up appointments in London you may be able to secure accommodation via the following hospital provision:  
<https://www.guysandstthomas.nhs.uk/st-thomas-hospital#accommodation> You can also seek guidance from the NHS bursary office within other attending hospitals re. the HTCS.



Is my grant application guaranteed to be approved?

The continuation of this programme is dependent on availability of charitable funds which in the current climate, is very challenging for charities to operate in. We are therefore unable to guarantee grants and these are reviewed on a case-by-case basis dependent on available funds within the organisation at any given time. When booking travel individuals should be mindful that a grant is not guaranteed. See note above regarding the NHS HTCS funding.



What can I do if my grant is unsuccessful?

If you have been unsuccessful in both the NHS HCTS and our grant scheme then please reach out to your local social services team or citizens advice bureau for guidance on other charitable bodies who offer hardship and financial support programmes. You will find some useful links below.



Can I support this programme to help others in need of this support?

Maintaining this support for the most in need within our community is a priority and we welcome any support from within the community for the continuation of the programme. If you are in a position and would like to make a regular or one-off donation to support this project we would be most grateful, and you can do so via the following link: <https://www.actionforxp.org/get-involved.html>



Additional useful information

If you are experiencing financial difficulties, there are dedicated charities who can support you. Below are some useful links, and more are available via your citizens advice bureau:

- <https://www.nea.org.uk/get-help/key-things-to-do-if-you-are-struggling-with-your-energy-bills/>
- <https://www.trusselltrust.org/>
- <https://contact.org.uk/>
- <https://www.firstdays.net/emergency-toiletries>
- <https://www.boots.com/floating-editorial/cha-/live-floating/the-hygiene-bank>