

Ref. No: 0902
Date: 01/05/24
Subject: Healthcare Travel Costs Scheme

REQUEST

1. For the last financial year, has your Trust been providing direct bank transfers into patients' accounts for the Healthcare Travel Costs Scheme? If yes, what has been the average waiting time (Business working days) for a patient from making the request to receiving the money in their bank account?
2. For the last financial year, has your Trust been providing direct bank transfers into the bank accounts of patients, their next of kin, or the executor of their Will for any money deposited during admission? If yes, what has been the average waiting time (Business working days) from the request to the money being received in the bank account?

RESPONSE

St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1st July 2023, as such parts of the response may be provided in two sections relating to the hospital sites of each of the legacy organisations.

1. For the last financial year, has your Trust been providing direct bank transfers into patients' accounts for the Healthcare Travel Costs Scheme? If yes, what has been the average waiting time (Business working days) for a patient from making the request to receiving the money in their bank account?

St Helens and Knowsley:

Yes, the General Office action any HC5 Travel Claims forms that they receive. Once checked, they are sent off to accounts payable to process for payment and we tell customers it can take 7-10 working days, but on average from those that have been paid via bank transfer have been paid within 4.5 working days.

Southport and Ormskirk:

No, we use petty cash to reimburse patients for travel expenditure.

- 2. For the last financial year, has your Trust been providing direct bank transfers into the bank accounts of patients, their next of kin, or the executor of their Will for any money deposited during admission? If yes, what has been the average waiting time (Business working days) from the request to the money being received in the bank account?**

St Helens and Knowsley:

Yes, if a patient or next of kin requires a bank transfer, we advise it can take 7-10 working days, but on average those that have been paid via bank transfer have been paid in 4 working days.

Southport and Ormskirk:

No, we use cheques to transfer patient monies back to them.