



# MEDICAL TRANSPORT GUIDE

**ISLES OF SCILLY**

V2.0 March 2025

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## Opening Hours

Monday – Friday  
08:00 to 20:00

Saturday – Sunday  
09:30 to 17:30

Open all bank holidays  
between these times.  
Closed Christmas Day only

**Phone the  
Centralised  
Booking Office  
on 01872 252211  
(Option 3)**

## Key information

- You will need to know your NHS number and appointment details, including the length of your appointment.
- The cost of a return flight for qualifying patients is £5. This contributes towards the total cost of the flight that the NHS are charged by Skybus.
- If you need to use the bus transfer service between Land's End airport and Penzance railway station you need to book and pay for this at the same time as booking your flight with Patient Transport (£8 each way).
- Medical travel is only provided for the Scillonian or flights to Land's End airport only.
- Bookings must be made with a debit/credit card through phoning patient transport booking office.

To be able to travel with a funded medical escort one of the following needs to apply:

- Your medical condition is such that you require constant supervision for safety (the escort must be able to meet your medical need and it should be established whether a healthcare professional would be preferable).
- You have mental health problems that prevent you travelling alone.
- You are younger than 16 years old.
- You have significant communication difficulties, including learning difficulties, impaired sight or hard of hearing (where a patient has communication difficulties the escort should be able to provide a positive benefit in ensuring the patient can understand anything being said to them; for example, through the use of sign language where the patient is hard of hearing). If you think any of the criteria apply to you, then you may be eligible to be accompanied, but this eligibility will be determined when you contact Patient Transport.
- Attending a two week wait appointment, where an initial diagnosis will be discussed.
- You are attending a 20 week pregnancy scan. Travelling to the mainland to give birth and are 40 weeks or more. Have a pre-planned admission for birth (due to complications/caesarean) where you need to remain in hospital to be closely monitored. If you have given birth to twins. Mother & partner would then act as escorts for the babies.

## Key information

- Please let Patient Transport know at the time of booking your flight if you require a medical escort. The medical escort will need to pay the £5 contribution towards their flight.
- For a pregnancy scan or 2 week wait appointment, the entitlement cannot be saved for a later appointment.
- Skybus cannot authorise a medical escort. This must be arranged through patient transport, with either a letter of authorisation or email from the consultant or medical professional.
- Outpatients travelling with an escort must complete their journey within 72 hours of their outbound journey. This 72 hours does not include Sundays, as flights and sailings do not operate.



Off-island residents can claim for the transfer boat from the off-island to St Mary's, when attending a mainland medical appointment for NHS funded treatment.

- 1** Call Patient Transport (01872 252211) to book a medical flight and inform them at the time of booking that you require a medical warrant for off-island travel.
- 2** You will be issued with a code number for the off-island element of your travel and an Off-Island Travel Claim Form will be emailed/posted to you. Include the code number on the form in order to claim back.
- 3** Pay for the boat on the day and claim back the cost using the Off-island Claim Form. These forms are also available using the link opposite.



**Visit the link  
for further  
information**



**healthwatch.website/9cg**

## Key information

- Claims without an authorisation code provided by Patient Transport cannot be processed.
- Claims must be made within three months of the date of travel.
- Patients travelling to the mainland and back in the same day will be entitled to the reimbursement of either a scheduled boat fare or a special boat fare, dependent on the time of their travel. This relates to whether the time of the patient's appointment is before the scheduled boat services begins operating. If this is the case, Patient Transport will issue a reference number for the chartered boat which operates outside of normal hours.

## Transport Access People (TAPS)

Door-to-door transport for people who have difficulty accessing other forms of public transport.

01872 223388

[email@ageukcornwall.org.uk](mailto:email@ageukcornwall.org.uk)

Visit the link  
for further  
information



[healthwatch.website/43k](https://healthwatch.website/43k)

## Christian Helpline in Newlyn (CHIN)

A team of volunteers who make themselves available to drive older or vulnerable people to their appointments.

01736 350909

No disabled access

Visit the link  
for further  
information



[healthwatch.website/ast](https://healthwatch.website/ast)

## Volunteer Cornwall

Voluntary community transport scheme available to anyone.

01872 265300

No disabled access

Visit the link  
for further  
information



[healthwatch.website/voc](https://healthwatch.website/voc)





If you need to make a change to your medical travel you will need to **phone** Patient Transport booking office.

Where a cancellation or amendment occurs because your NHS appointment cannot go ahead or if you are unable to make your appointment as your flight is delayed or cancelled, you should not incur a charge. Do not cancel your flight with Skybus, as this can only be done by Patient Transport. You must contact patient transport as soon as you are able to.

If you choose to change your travel for personal reasons, Skybus will apply an amendment or cancellation fee to your booking and Patient Transport need to pass this charge on to you. This will be the cost that Skybus charge the NHS for each flight, not the £5 contribution that you paid initially.

## Amendments

- These can be made up to 48 hours prior to departure.
- Where an amendment is made within 14 days before departure the fee will be 10% per the amended route (10% of full price of single adult fare).
- Where an amendment is made less than 14 days but 48 hours prior to departure, a fee of 20% will be charged per the amended route (20% of full price of single adult fare).

There will be a cap on the total booking fee of £85 per booking per change.

- A minimum cap of £10 per booking will apply per change.

## Cancellations

- 100% of costs within 48 hours of travel (100% of full single adult fare).
- 20% of costs if cancelled up to 48 hours before travel (20% of full price of single adult fare).
- If you are too unwell to attend a medical appointment and can provide evidence from a medical practitioner to support this, you will not be charged for missed flights.

## What should I do if I am not happy with a decision that has been made?

If you are unhappy with a decision to:

- refuse non-emergency patient transport
- the reimbursement of travel costs
- the way the policy has been applied to your individual circumstances

You can appeal to the centralised booking service where it will be reviewed by a senior manager.


Please call 01872 252211 for further details of the appeals process.

You may be asked to produce evidence that you were not fit enough to travel.

**Visit the link  
for further  
information**



**healthwatch.website/kva**

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St Mary's  
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Open Mon – Thu, 9:30–13:30



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Facebook.com/HealthwatchIOS

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