

## Cashier locations and opening times

### **Victoria Hospital, Kirkcaldy**

Monday to Friday

9:15am - 2:45pm

Telephone: 01592 643355 ext 28725

### **Queen Margaret Hospital, Dunfermline**

Monday and Thursday

10:00am - 2:00pm

Telephone: 01383 623623 ext 23501

### **Stratheden Hospital, Cupar**

Monday, Wednesday and Friday

9:00am - 12:00pm

Telephone: 01334 652611 ext 56307

### **Lynebank Hospital, Dunfermline**

Monday to Thursday

8:00am - 2:00pm

Telephone: 01383 623623 ext 35265

### **St Andrews Hospital main reception**

Monday to Friday

8.30am - 4.30pm

Telephone: 01334 465656 (ask for Health Records)

<https://www.nhsfife.org/services/patients-carers-and-visitors/coming-to-hospital/how-to-get-to-our-main-hospitals/>

### **Enquiries:**

[fife.patienttravel@nhs.scot](mailto:fife.patienttravel@nhs.scot)

If you require this information in another language or format (e.g. Braille, audio, large print) please contact the Equality and Human Rights Team at: [fife.EqualityandHumanRights@nhs.scot](mailto:fife.EqualityandHumanRights@nhs.scot) or phone 01592 729130.

Alternatively, you can also contact the team via the NHS Fife SMS text service number on 07805800005 or call using ContactScotlandBSL for BSL-users.





If you wish to provide anonymous feedback, you can do so at [www.careopinion.org.uk](http://www.careopinion.org.uk) Freephone 0800 122 3135 or this QR code. Care Opinion is an independent organisation for patients and families to provide honest feedback about experiences with any of our services within the last 3 years.



### **NHS Fife**

Management Corridor  
Queen Margaret Hospital  
Whitefield Road  
Dunfermline KY12 0SU

[www.nhsfife.org](http://www.nhsfife.org)

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# Travel Expenses

Information for patients

May 2025



Use the QR code to access NHS Fife  
travel webpage

If you are referred to hospital or other NHS premises for specialist NHS treatment or diagnostic tests by a doctor, dentist or another health professional, you may be able to claim a refund of reasonable travel costs (taxi fares cannot be claimed).

### Who is entitled?

You can get help with necessary cost of travel to receive NHS treatment if you:

- receive a war or service disablement pension and need to go to hospital for treatment for that disability
- receive Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance
- have the guarantee credit part of Pension Credit
- have an award of Universal Credit and your income is below certain limits during the last assessment period
- are named on a valid HC2 certificate/ HC3 certificate.

Your partner and children will also be entitled to help if they're included in your benefit award.

### Making your claim

Ask the receptionist at the clinic you attend to confirm your attendance on a claim form.

Take the claims form, together with confirmation of your entitlement to the Hospital Cashier.

**If you do not have evidence of your entitlement, payment of expenses will be delayed.**

If you are returning within the next 3 months, keep hold of your claim form and bus tickets (if applicable), and you will be reimbursed from the cashier.

You can also make a special trip to collect your expenses at any time within 3 months. Travel expenses for **special trips** will **not** be reimbursed.

When the Cashier Office/Reception is closed a HC5 form will be available for you to complete and return to the address on the form. They will confirm your entitlement and a cheque will be sent out in due course.

Benefit proof should be a current letter dated in the last year.