

Information about your Travel

The Health Benefit team at Edward T Wheadon House will arrange your medical travel if you've been referred off-island for specialist care. If you need to contact the team you can e-mail travel@gov.gg or phone on 01481 732402. The office switchboard is open from 8.30 until 4.45 Monday to Thursday and 8.30 to 4.30 on Friday. The office is not open at the weekend.

If you need help with any urgent travel bookings, outside of these office hours, please phone our travel consultants at Hogg Robinson Group (HRG) on 0203 948 6829.

Travel bookings

At the time of booking please let the team know if you need any assistance at the airport or if anyone else is travelling with you.

Can I extend my stay in the UK?

Yes, you can extend your stay but you need to pay any extra costs yourself. Please discuss your requirements with the Health Benefit team before your ticket is issued and don't forget to book your travel insurance for this period of your trip and for anyone else who may be accompanying you.

Photographic Identification (photo i.d.)

You, and anyone travelling with you, will need photo i.d at the airport check-in desks, including when checking in for inter-island flights. The name on your travel confirmation and on your photo i.d must be the same. If you do not have photo i.d., application forms for the Guernsey ID Card are available from the Police Station. You can also contact Sarnia Mutual who produce the cards on **723501**.

Outpatient appointments

Appointments are normally scheduled at a time that makes it possible to travel to and from Guernsey the same day. Please contact the Health Benefit Team on **01481 732402** if you have any concerns about this. Overnight accommodation is not funded for outpatient appointments.

The Reciprocal Health Agreement

The Reciprocal Healthcare Arrangement (RHA) with the UK, came into effect on 1 January 2023. It allows necessary healthcare to be provided to Bailiwick residents visiting the UK and vice versa.

The arrangement also allows certain treatments to be arranged in the other jurisdiction ahead of travel that will also be free of charge e.g., dialysis treatment. Necessary healthcare refers to treatment that is urgent or cannot wait until the patient has returned home.

The RHA extends to the whole of the Bailiwick, so visitors to and residents of Sark and Alderney are also covered subject

to some minor differences in processes due to differences in healthcare provision in each island.

Detailed guidance documents which provide information for travellers can be downloaded from gov.gg/rha

What if I am delayed or my appointment changes?

If your flight or ferry is cancelled please call **01481 732402** as soon as possible to re-arrange. If you are delayed overnight it may be possible to claim reasonable accommodation expenses. To do this you will need to submit valid receipts. Please ensure you travel with enough funds to pay for unexpected expenses while you are away.

If the hospital changes your appointment you will be issued with new tickets. If you do not know the date you will be discharged, you will be issued with a single ticket on the outbound journey. When you know your date of discharge please contact the Health Benefit team to arrange your return journey.

Please take your travel confirmation with you. This contains important booking reference information and may be needed if there are any changes while you are away.

Transport from the airport

In Southampton a taxi service is provided by Radio Taxis. The driver will wait in the arrival hall-please look for the Radio Taxis sign.

Radio Taxis will take you from the airport to the hospital and back but you will need to make arrangements for your return

journey by either contacting Radio Taxis on **02380 719204** or using one of the dedicated freephones in Southampton General Hospital if applicable.

If your flight is delayed, cancelled or you are not going to travel, please phone Radio Taxis (**02380 719204**) to rearrange or cancel your transfers.

Channel Island Liaison Service in Southampton

A Channel Island Liaison Service is available **8am – 6pm, Monday – Thursday and 8am – 5.30pm on Friday** to support patients and relatives during their time in Southampton. There is no charge for this service. Please contact, Debbie Moffat on **02381 204515**, or Jane Taylor on **07771 344939**.

Post-Surgery

Due to restrictions set by some airlines your journey home may be delayed even though your doctor says you are fit for discharge from the hospital. The Liaison Service will speak to the airlines on your behalf. Sea travel has no restrictions on post-op travel so may be an option.

Charges for drugs and medicines in the UK

Social Security cannot refund the cost of prescriptions dispensed and paid for in the UK. It may be better to bring the prescription back to Guernsey and ask your doctor for a local prescription.