

How do I know I am eligible?

If you think you may qualify, please read the additional guidance found either with this leaflet, at some local libraries or online at:

<https://www.londoncouncils.gov.uk/services/taxicard/apply-taxicard-your-borough#8>

Please ask your carer or GP if you require assistance.

How do I apply?

To apply please fill in an application form found at some local libraries, or online via the link above.

If you have any questions, need help completing the form or would like a hard copy sent to you, please contact Richmond Council by phone: **020 8831 6312** or by email: accessibletransport@richmond.gov.uk.

Please return the completed application form with all the relevant documents to:

Supported Travel Team

44 York Street, Twickenham, TW1 3BZ

Alternatives

Public transport is an alternative, for information on times and routes contact Transport for London on **0343 222 1234** or visit www.tfl.gov.uk

The NHS runs a patient transportation service with different eligibility criteria. For more information regarding this please telephone **0333 240 4082**.

Local Voluntary Patient Transport Schemes

FISH Neighbourhood Care	Tel: 020 8876 3414 www.fishhelp.org.uk	Anyone in need in Barnes, Mortlake and East Sheen.
Whitton Network	Tel: 020 8755 1336 www.acbe.co.uk/ngc/whitton whittonnetwork@btconnect.com	Anyone in need in Whitton and Heathfield
Greenwood Centre	Tel: 020 8979 9662 www.greenwoodcentre.co.uk info@greenwoodcentre.co.uk	Anyone in need in Hampton or Hampton Hill
Ham and Petersham SOS	Tel: 020 8948 1090 www.hamandpetershamsos.co.uk enquiries@hamandpetershamsos.co.uk	Anyone in need in Ham or Petersham
Richmond Good Neighbours	Tel: 020 8332 9741 www.richmondgoodneighbours.org.uk info@richmondgoodneighbours.org.uk	Anyone in need in Richmond
Teddington and Hampton Wick Voluntary Care Group	Tel: 020 8943 3112 www.tedcare.org.uk tedd_hwvcg@btinternet.com	Anyone in need in Teddington or Hampton Wick
The Kew Neighbourhood Association	Tel: 020 8948 8054 www.kna.org.uk mail@kna.org.uk	Anyone in need in Kew

Richmond Taxicard Scheme and Voluntary Transport Services

Information for Patients and Carers



What is the London Taxicard Scheme?

The Taxicard scheme offers subsidised travel to London residents with serious mobility impairments or who are severely sight impaired.

The scheme enables members who may have difficulty using public transport, such as buses and trains, to get out when they need to.

Those registered at GPs in Richmond can use the scheme to access GPs and other healthcare services. Members can also use the scheme for other journey types, including social trips such as shopping, visiting friends and family or going out to events.

Already, the scheme enables over 70,000 members to take 1.22 million trips per year.



How does it work?

If you are approved to become a scheme member, you can book taxis online via Computer Cab (ComCab) or by telephoning the number on the back of the card. You can also hail a ComCab taxi in the street or from a rank.

Scheme members are allocated an annual trip allowance of 104 trips per annum (pro rata), beginning on the 1 April. Unused trips from the previous scheme year **are not** carried over.

Cost

Journeys are paid for partly by the local council and partly by you, the Taxicard member.

For each journey you always pay the first £2.50, and the Council pays up to £8.50. If the trip cost exceeds £11.00 (your £2.50, plus our contribution of £8.50), then you must pay any costs above £11.00. You can choose to use two trips from your allowance to help cover the cost of the journey. This is called double swiping.

Why use a Taxicard?

Historically, GPs had the time and resources to visit patients that were not necessarily bedbound. Unfortunately this is no longer the case. Taxicards provide a cost-effective and convenient solution.

Benefits for Patients:

Coming in to the GP practice rather than a home visit means your doctor will have access to resources they could not otherwise take to you.

It also provides the opportunity to visit other services provided at a GP practice, including nurses and phlebotomy.

Benefits for Carers:

By being largely subsidised, it is a cost-effective way of transporting a patient safely when they struggle with public transport.

Using the Taxicard will further access to every element in the primary care network, not only the GP.