

NHS – FACTSHEET NO. 12

NHS Low Income Scheme

The NHS Low Income Scheme provides help, on a means-tested basis, with health costs such as charges for NHS prescriptions. This includes:

NHS prescriptions

NHS dental treatment

Sight tests and contact lenses

Travel to receive NHS treatment

NHS wigs and fabric supports

You do not need to fill in an HC1 application for if you or your partner are receiving:

- Income Support
- Universal Credit
- income based Jobseekers Allowance
- income based Employment and Support Allowance
- Pension Credit Guarantee Credit
- named on, or entitled to an NHS Tax Credit Exemption Certificate

For more information please call **0300 330 1343** or visit <https://www.nhsbsa.nhs.uk/nhs-low-income-scheme>

NHS Wheelchair Voucher Scheme

NHS wheelchair services offer assessments to determine what type of wheelchair or mobility equipment you may be entitled to on the NHS.

A wheelchair voucher scheme has been available since 1996. It gives you greater choice in the wheelchair you receive. You are given a voucher to the value of the chair you would have been offered after your assessment (which is determined locally in each individual case). You can then put the voucher towards the cost of a chair that you buy privately or in partnership with the NHS.

For more information, please call Opcare on 0208 427 2881 or visit <https://www.opcare.co.uk/nhs-clinic-locations/harrow-hillingdon/>

Patient Transport Scheme

Patient Transport Services are responsible for transporting people to and from hospital appointments.

Each NHS Trust has its own procedure for arranging transport. Most require either your GP or hospital doctor to authorise the booking of transport.

It is advisable you tell your doctor if you are having difficulties getting to and from the hospital.

Healthwatch

Healthwatch are the independent national champion for people who use health and social care services. They aim to make sure that those running services, and the government, put people at the heart of care. They focus on ensuring that people's worries and concerns about current services are addressed.

For more information or to make a complaint about a service please call 0300 0683000 or visit <https://www.healthwatch.co.uk/>

PALS

The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and carers. You can find officers from PALS in your local hospital.

For more information visit <https://www.nhs.uk/common-health-questions/nhs-services-and-treatments/what-is-pals-patient-advice-and-liaison-service/>