DIRECTORY OF COMMUNITY CAR SERVICES

NORTH BUCKS



In the rural areas of North Bucks, patient transport is always a challenge, particularly for those patients who do not have access to private transport. Public transport services are limited and often do not meet the timing needs of patients. Consequently, a variety of community transport services have developed across the area, based on the varying needs of residents. Some of the services are to and from hospitals and some are available to and from GP surgeries. Some are free and others charge based on mileage.

This directory has been compiled following research by the NHS North Bucks Integrated Neighbourhood Team (INT). It includes all the providers that we have identified, but there may be other voluntary providers that we have not yet discovered. The available services vary by GP Practice, which is why we have set them out by surgery on the following pages.

The directory will now be managed and updated as required by the Transport Hub team at Community Impact Bucks. Please contact them with any queries, updates, or edits relating to an individual GP Practice.

https://communityimpactbucks.org.uk/bucks-residents/community-transport-hub

Tel: 0800 085 8480

transport@communityimpactbucks.org.uk

DIRECTORY OF COMMUNITY CAR SERVICES

THE SWAN, BUCKINGHAM



HEALTHCARE TRAVEL COSTS SCHEME (HTCS)

If patients are referred to hospital or other NHS premises for specialist NHS treatment or diagnostic tests by a doctor, dentist, or another primary care professional they may be able to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme (HTCS).

Click on the link below to find out who is eligible for the scheme and how to make a claim.

https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/

In addition to the location-specific services, there are two specialist hospital transport services available to patients across North Bucks:

NHS NON-EMERGENCY PATIENT TRANSPORT (NEPTS)

There is one national statutory provider for all surgeries, Non-emergency Patient Transport (NEPTS). This is an NHS service operated by EMED and is free for patients who meet the medical eligibility criteria. Usually, NEPTS is available to you if:

- Your medical condition means you cannot use other forms of transport without damaging your health.
- Your mobility means that you would be unable to use any other means of transport – for example, stretcher patients.
- You need the skills and support of specialist patient transport staff – for example, to administer oxygen during the journey.

You can find out more about eligibility criteria on the link below.
To find out if you are eligible to use NEPTS, you will need to be assessed against national criteria by calling your local booking and information team on the number below.

0300 777 3333 https://www.emedgroup.co.uk/eligibility/

AGE UK BUCKINGHAMSHIRE DISCHARGE SUPPORT

The Discharge Support Team will transport people home from Stoke Mandeville, Amersham, Wycombe, and Wexham Park Hospitals and help them settle back home after their hospital stay. They have two wheelchair accessible vehicles working across the county to support safe discharge home. They can also support with a light shop, small domestic tasks and ensuring people are settled back at home with something to eat and drink. Our Community Support Team can also provide recent patients with short term support at home to help with shopping, light housework, and emotional support to maintain their independence at home.

Referrals to our Discharge Team are via NHS staff only. However, our community team can accept referrals from individuals, carers, voluntary sector organisations, health care professionals, and social care colleagues. Please call the number below to speak to one of our Community Support Team regarding our short-term practical support.

01296 256132 dischargesupport@ageukbucks.org.uk

VOLUNTEER DRIVER SERVICE (VDS)

For all patients living anywhere in North Bucks there is a service provided by Volunteer Driver Service (VDS), a not-for-profit Community Interest Company.
VDS offer a car serviceto and from Buckingham and Steeple Claydon surgeries and to and from any hospitals. They take bookings up to 10 days ahead, but no later than 12 noon on the working day before your appointment.

Service leaflet for more details linked below.

Charges:
Volunteer Driver Service journey costs are calculated once a volunteer driver is allocated. Please call the number below to book a journey or to find out more. Phone lines are open 09:00 until 16:00 Monday to Friday

0300 3030 125 https://volunteerdriverservice.org.uk/wp-content/uploads/2026/01/VDS-Service-Leaflet-V2.pdf

COMMUNITY CARE NORTH BUCKS HOSPITAL CAR SERVICE

There is a Hospital only Car Service provided by Community Care North Bucks (CCNB) which is available to all patients at The Swan.

Return charges:
Buckingham Hospital £5/£10
Milton Keynes Hospital £20
Stoke Mandeville Hospital £25
Banbury Hospital £25
Northampton Hospitals £30
Oxford/Amersham/Bedford Hospitals £35
High Wycombe Hospital £40
This service does not include GP Surgery appointments

For more details click on this link:
https://www.ccnorthbucks.org.uk/services/hospital-car-service/

Contact The Swan's reception.