

FOI REF: 26/634

2nd October 2026

Eastbourne District General Hospital
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Tel: 0300 131 4500
Website: www.esht.nhs.uk

Further to your recent request for information made under the Freedom of Information Act (FOIA) 2000, I now set out our answers to your specific questions, and any clarifications sought and provided, as follows:

I am writing to request information relating to travel support available to patients, with a particular focus on people travelling for cancer-related care and treatment. I would be grateful if you could provide the following information:

1) Travel support available to patients:

Please provide details of the types of financial or practical travel support available to patients through, provided by, or facilitated by the Trust. This may include, but is not limited to, reimbursement of travel costs, non-emergency patient transport, discretionary or charitable financial support, volunteer or community transport, or other forms of travel assistance.

- **Where applicable, please also provide any eligibility criteria or information explaining how patients can access this support.**

The Trust works in partnership with our patient transport provider (PTS Provider) and have clear agreements in place where Cancer patients will be provided with Patient Transport on the basis of their Cancer diagnosis / Suspected Cancer diagnosis alone. Where it has not been possible to book this and patients have needed to use public transport or taxis, we can review their situation on an exceptional case by case basis and will apply for discretionary charitable funds from the Trust's Cancer fund to provide reimbursement.

2) Travel support specifically available to cancer patients:

Please provide details of any financial or practical travel support available specifically to patients attending cancer-related appointments, investigations or treatment. This may include, but is not limited to, reimbursement of travel costs, non-emergency patient transport, discretionary or charitable financial support, volunteer or community transport, or other forms of travel assistance.

- Please include any support available where a cancer patient is required to travel to another NHS Trust or treatment centre to receive cancer-related care or treatment.**
- Where applicable, please also provide any cancer-specific eligibility criteria or information explaining how patients can access this support. If cancer patients access the same support as other patients and no additional cancer-specific provision exists, please indicate this.**

The Trust works in partnership with our patient transport provider (PTS Provider) and have clear agreements in place where Cancer patients will be provided with Patient Transport on the basis of their Cancer diagnosis / Suspected Cancer diagnosis alone. This includes travel to tertiary centres. Where it has not been possible to book this and patients have needed to use public transport or taxis we can review their situation on an exceptional case by case basis and will apply for discretionary charitable funds from the Trust's Cancer fund to provide reimbursement.

3) Public-facing information about travel support for patients:

Please provide a copy of, or link to, any current public-facing information provided by the Trust about financial or practical travel support available to patients. This may include webpages, leaflets, patient information documents, appointment information or other published guidance.

We do not provide additional information about discretionary funds routinely; referrals for these funds are made via Clinical Nurse Specialists.

The PTS Provider website is the public facing information available: [Sussex - EMED Group](#)

4) Cancer-specific public-facing information about travel support:

Please provide a copy of, or link to, any current public-facing information provided specifically to cancer patients about financial or practical support with travel to cancer-related appointments, investigations or treatment. This may include cancer service webpages, patient information leaflets, appointment information or other cancer-specific resources.

We do not provide additional information about discretionary funds routinely; referrals for these funds are made via Clinical Nurse Specialists.

The PTS Provider website is the public facing information available: [Sussex - EMED Group](#)

- **If the Trust does not provide separate cancer-specific public-facing information about travel support, please indicate this.**

As detailed in the previous answers, we do not provide cancer specific public facing information about additional discretionary travel support. Our relationship with our PTS provider is such that booking transport for cancer patients is very reliable and any additional support is only rarely required and managed on a case by case basis by the Cancer team.

I trust this information is helpful in its detail or explanation however, if you are dissatisfied with the response, then you have the right to request an internal review. If you wish to seek an internal review, please write to the Freedom of Information Team at esh-tr.foi@nhs.net quoting the above FOI reference number, within 40 working days. Please note the Trust is not obliged to accept a request for an internal review after this time period.

Yours faithfully

Freedom of Information (FOI) Team
East Sussex Healthcare NHS Trust
0300 131 4716
Core Hours of Business: Monday to Friday 9.00am to 4.00pm