

## Freedom of Information request 413-23

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### Request

Kidney Care UK are currently looking at two issues in Scotland for Kidney Patients:

- 1. Transport and reimbursement of transport for kidney patients to and from a. general renal hospital appointments, b. in-centre dialysis.**
- 2. The reimbursement of energy costs for patients on home dialysis**

I would be very grateful if you could assist me with some, or all, of the following information:

- 1. Transport and reimbursement of transport for kidney patients to and from in-centre dialysis**

**Does your health board currently:**

- A. Provide hospital transport for kidney patients to and from in- centre dialysis ?**

If yes:

- What modes of transport do you provide (ambulance, taxi, volunteer drivers, hospital patient bus) ?
- Is this open to all patients, or is each patient assessed for their eligibility ? – if assessed - How is eligibility assessed?

- B. Reimburse kidney patients if they use public transport, a private taxi, or a private car to and from their in- centre dialysis ?**

If Yes to some or all of these modes:

- **In terms of public transport –**

is this restricted to a specific mode(s) of public transport?  
is the full fare reimbursed?  
is this means tested?

- **In terms of a private taxi:**

is the full fare reimbursed?  
is this means tested?

- **In terms of travelling by car :**

what rate do you currently reimburse their travel at?  
is this means tested?

- **How are patients reimbursed ? – e.g., do they need to complete an expenses form...?**

- C. Can you send me a link to your boards transport policy for kidney patients for incentre dialysis?**

## 2. Transport for Kidney Patients & reimbursement for transport to and from general renal hospital appointments

Does your health board currently:

### A. Provide hospital transport for kidney patients to and from general (non dialysis) renal hospital appointments?

If yes:

- What modes of transport do you provide (ambulance, taxi, volunteer drivers, hospital patient bus)
- Is this open to all patients, or is each patient assessed for their eligibility ?

### B. Are kidney patients reimbursed for their travel ( taxi/public transport/ car) expenses to attend general hospital renal care appointments ?

If Yes to some or all of these modes:

- **In terms of public transport –**

is this restricted to a specific mode(s) of public transport?  
is the full fare reimbursed?  
is this means tested?

- **In terms of a private taxi:**

is the full fare reimbursed?  
is this means tested?

- **In terms of travelling by car :**

what rate do you currently reimburse their travel at?  
is this means tested?

- **How are patients reimbursed ? – e.g., do they need to complete an expenses form...?**

### C. Can you send me a link to your boards transport policy for kidney patients to and from general renal appointments?

## 3. Parking

- Can I confirm that all parking at hospitals and renal satellite units in your Health Board is free to patients?
- Do any of the hospitals in your health board have allocated parking spaces for renal patients on dialysis?

## 4. Reimbursement of energy costs for patients on home dialysis

4.1 I currently have the following information for how much kidney patients on home dialysis are reimbursed in your health board – can I confirm that this is correct:

NHS Borders	Home Haemodialysis	Home APD
	NO reimbursement policy in place	No reimbursement policy in place

If this information is incorrect and there is a reimbursement policy in place I would be grateful if you could provide me the following information for both types of dialysis:

- ***The amount reimbursed***
- ***How often it is reviewed?***
- ***Is this a set amount or the maximum offered ?***
- ***What is this calculation based on ?***
- ***Is this regularly reviewed?***
- ***Does this amount take into consideration the energy costs for heating the room where dialysis takes place?***
- ***Process of reimbursement ?***

4.2 How many people are on home dialysis in NHS Borders ? over all number and breakdown by type of home dialysis (HD, APD, CAPD)

4.3 How much in the last financial year did NHS Borders spend on reimbursing patients on home dialysis?

## **Response**

1.

- A. NHS Borders does provide hospital transport for kidney patients to and from in-centre dialysis.
- hospital patient cars, Scottish Ambulance Service patient transport and taxis
  - Open to all – taxis and hospital patient cars
  - Assessed for eligibility – Scottish Ambulance Service patient transport

B. In terms of public or private transport, the following is in place:

- Public transport – reimburse full fare
- Private taxi – No reimbursement
- Own car – Reimburse 16.6p per mile
- Patients have to be claiming universal credits/on benefits that are non-income related to be reimbursed.
- Expense forms have to be completed alongside copy of appointment letter and any tickets.

C. This information is not held, as defined in Section 17, Freedom of Information (Scotland) Act 2002.

2. For kidney patients transport to and from general renal hospital appointments the transport information is the same as Question 1 above.
3. All parking is free in NHS Borders and there are 2 designated parking spaces for Renal patients on dialysis in NHS Borders.
4. NHS Borders do not have a current policy in place however the process of reimbursing is based on Edinburgh Royal Infirmary information:
- £43 per month
  - Reviewed every month before payment processed
  - Set amount
  - Calculated on average usage on 2 different machines
  - Regularly reviewed
  - Includes heating the room
  - Paid directly to patient bank account

4.2 NHS Borders currently has <5 patients on home dialysis

4.3 Within the last financial year NHS Borders has spent £387 reimbursing home dialysis patients.

As the number of events in some areas are very small and in accordance with the Code of Practice for Official Statistics any number that is less than five, actual numbers and potentially identifiable information is withheld to help maintain patient confidentiality due to potential risk of disclosure. Further information is available in the [ISD Statistical Disclosure Control Protocol](#).

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or [foi.enquiries@borders.scot.nhs.uk](mailto:foi.enquiries@borders.scot.nhs.uk).

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **413-23** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.