

# Reclaiming the Ultra Low Emission Zone (ULEZ) charge

## Information for patients, relatives and carers

### Introduction

To help improve air quality, an Ultra Low Emission Zone (ULEZ) operates 24 hours a day, 7 days a week. ULEZ has now expanded from central London up to (but not including) the North Circular and South Circular roads.

All five of our hospitals are within the ULEZ which means that if you choose to drive to your appointment, or are driven by a family member or friend, your car will need to meet the [ULEZ emissions standards](#) or you will have to pay a £12.50 daily charge. To find out if you meet the standards please visit: <https://tfl.gov.uk/modes/driving/ultra-low-emission-zone>

### How do I pay the ULEZ charge?

You can call Transport for London (TfL) on 0343 222 2222 or pay online: <https://tfl.gov.uk/modes/driving/pay-to-drive-in-london>

### Reimbursement for NHS patients

If you meet specific health-related criteria, you can reclaim the daily charge via the hospital. You will need to pay the charge first and then claim it back at the hospital. The hospital then claims the money back from TfL.

#### What are the reimbursement criteria?

You are eligible to claim if you are clinically assessed as having an illness, frailty or disability that prevents you from using public transport and you:

- have a compromised immune system
- require regular therapy or assessments
- need regular surgical intervention

You must be attending hospital for a consultation, diagnostic test or to have treatment to be eligible for reimbursement.

NHS patients who are clinically assessed as being at moderate or high risk of coronavirus are also eligible currently.

### Who checks that I match the criteria?

Your hospital clinician will use the clinical criteria to check if you are able to reclaim the charge.

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## How to reclaim the ULEZ charge

1. First you will need to pay the charge. TfL recommend paying on the day you travel, not before, in case your appointment is cancelled.
2. Keep your ULEZ charge receipt as you will need to give this to the hospital cashier.
3. Ask for a 'ULEZ charge patient claim form' when you arrive in the department for your appointment.
4. You need to complete sections A and C. Ask the hospital clinician to complete and sign section B.
5. Take the signed form and your ULEZ charge receipt to the cashier's office at one of the following hospital sites:
  - St Marys Hospital, ground floor, Queen Elizabeth Queen Mother (QEQM) building
  - Charing Cross Hospital, ground floor
  - Hammersmith Hospital, ground floor, north admin block

Our cashier's offices are open from 10.00 – 13.00 and 14.00 – 16.30, Monday to Friday.

### **Please note:**

- In Section B of the claim form ('Category of claim') your hospital clinician must sign both box one and box two for you to receive your payment.
- You will need to pay the ULEZ charge first, so you do not incur a penalty charge (PCN). Please note that there is no reimbursement for penalty charges.

## Can I claim for more than one appointment visit at a time?

Yes, you can claim for multiple visits on one claim form. Complete the details, as before, for up to five appointment visits on the same patient claim form.

In Section A 'patient details', list all the appointment dates. You must be able to provide the charge receipt and vehicle registration number for every appointment listed.

## Can I reclaim the charge after I attend my appointment?

You can claim back the charge for up to three months after the date of your appointment. You will need a completed patient claim form to support your claim.

## If I travelled to my appointment as a passenger in a vehicle, can I still make a claim?

Yes, as long as you match the criteria for reimbursement. The scheme applies to the vehicle used by an eligible patient. Complete the claim form as usual, with the details of the vehicle you travelled in and keep your charge receipt. Only one person per vehicle can apply for reimbursement.

**Please note:** Black cabs and designated wheelchair-accessible private hire vehicles are exempt from the daily charge but other private hire vehicles are not.

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## How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3312 7777** (10.00 – 16.00, Monday to Friday). You can also email PALS at [imperial.pals@nhs.net](mailto:imperial.pals@nhs.net) The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street  
London W2 1NY

Email: [ICHC-tr.Complaints@nhs.net](mailto:ICHC-tr.Complaints@nhs.net)

Telephone: **020 3312 1337 / 1349**

## Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:  
[imperial.communications@nhs.net](mailto:imperial.communications@nhs.net)

## Wi-fi

Wi-fi is available at our Trust. For more information visit our website: [www.imperial.nhs.uk](http://www.imperial.nhs.uk)

## Ultra Low Emission Zone (ULEZ) Charge patient claim form

### Section A - Patient details (To be completed by patient)

Patient name	Hospital number
Home address	
Postcode	
Clinic/ward attended	Date(s)

### Section B - Category of claim (To be completed by clinician)

Tick	Eligibility for reimbursement: Be clinically assessed as having an illness, frailty or disability that prevents you from using public transport and you: <ul style="list-style-type: none"> <li>• have a compromised immune system</li> <li>• require regular therapy or assessments</li> <li>• need regular surgical intervention</li> </ul>	Clinical certification (clinician to sign below)
	This patient is unable to use public transport and is not eligible for Non-Emergency Patient Transport	
The clinician signing the form must also provide the following information		
Name	Ext/Bleep	
Job title (in block capitals)	Date	

Please take this form to the cashier's office along with your ULEZ charge receipt.

### Section C – Reclaim of ULEZ charge (To be completed by patient)

Date of appointment	ULEZ charge receipt number	Vehicle registration number	Amount £	Verified (cashier use)
Total claimed			£	

Patient signature	Cashier signature
Date	Date
Budget code: BALIC 9801	

Amount received by patient	£ .....
Patient signature.....	Date .....