

## Help us get it right

If you have a complaint, concern, comment or compliment, please let us know by speaking to a member of staff. We learn from your feedback and use the information you provide to improve and develop our services.

If you would like to talk to someone outside the service contact the **Patient Experience Team** on **0113 220 8585**, Monday to Friday 8.30am to 4.30pm or email [lch.pet@nhs.net](mailto:lch.pet@nhs.net)

## Contact us

### Community Neurological Rehabilitation Service

St Mary's Hospital  
Green Hill Road  
Leeds  
LS12 3QE

0113 855 5082

**We can make this information available in Braille, large print, audio or other languages on request.**

[www.leedscommunityhealthcare.nhs.uk](http://www.leedscommunityhealthcare.nhs.uk)



Leeds Community  
Healthcare  
NHS Trust

# Attending Appointments, Groups, Sessions at the Community Neurological Rehabilitation Service



Information for patients

You have been invited to attend an appointment, group or session at St Mary's Hospital with the Community Neurological Rehabilitation Service.

If you can attend sessions, groups or clinic appointments via your own transport, taxi, private car, bus or use the Access bus you will be expected to get to this appointment using one of these options.

If for any reason you are struggling to get to your appointments please contact and discuss this with us.

Here is some useful contact information to support you with getting to your appointment.

## Getting to St Mary's Hospital

The following may help you:

- Bus 16/16a Wheelchair Accessible -Seacroft to Pudsey. every 10 minutes Monday—Friday daytime. Stops directly outside the Hospital on Green Hill Road.  
**www.wymetro.com**
- Access bus if appropriate.  
**Access Bus 0113 348 1903**
- Leeds Alternative Travel will take you door to door for a small charge **0113 386 8880**
- Contact Leeds Directory **0113 391 8333** for information about local travel schemes.  
**www.leeds.gov.uk**
- If you receive the high rate mobility component of the Disability Living Allowance/ PIP (PIP enhanced rate) or War Pensioner Mobility Supplement you must use this to pay for your transport costs to clinic.

## Travel costs

If you are on a low income you may be able to claim for a refund of your travel costs under the Healthcare Travel Costs (HTC) scheme.

To find out if you are eligible and how to claim, visit the NHS Choices website [www.nhs.uk](http://www.nhs.uk) or phone **0845 610 1112** to order a paper copy of the travel claim form and eligibility document (HC, HC11).

You can ring the Patient Experience Team in Leeds (number is on the back of this leaflet).

Please keep receipts and records of your journeys.

## Change in circumstances:

If your situation changes and you are unable to attend your sessions, groups or clinic appointments please contact the Community Neurological Rehabilitation Service .

## Parking

There is limited parking available on the St Mary's Hospital site for patients, staff and visitors. Parking is free.

