

Patient Hardship Programme



HELPING OUR HOSPITALS DO MORE

Costs we can support

This infographic is to help you work out how much you can apply for on behalf of your patient. Remember - our Patient Hardship is to provide **immediate** financial relief to ICHT patients (and their families). By 'immediate', we mean for hospital stays/treatment within **six months** of being awarded a Patient Hardship grant.

Please use this table **alongside our [guidance](#)** to apply for a Patient Hardship.

Below we have outlined the **five** cost types we can support with, up to a maximum combined request of **£1,500** per patient. Each cost type set out below has a **maximum cap**. You **must not** exceed the cap for each cost type. If your patient has received a Patient Hardship previously, speak to us first before applying again as they may not be eligible.

£ 1,500

Combined max per patient per financial year

5

Cost types each with variable max caps

Cost types



Travel

Maximum cap: £500

For your inpatient

We can pay for up to two of your patient's family members or one carer/guardian to visit the patient at an ICHT hospital. Different rules apply for different types of inpatient so please take care to follow the ICHT's guidance on visitation rules.

Family members, carers and guardians must only use public transport including taxi (not private hire) or their own car. If they use their own car, we can pay up to **56p per mile** for petrol and up to **£50** for car parking at an ICHT hospital. We will **not** pay towards ULEZ or congestion charge costs, rental, or any other costs.

In your application, please make clear **how many times per week** the family members, carer or guardian are likely to visit your patient.

For your outpatient

We can pay for your outpatient (accompanied by one family member, carer or guardian) to attend their medical treatment at an ICHT hospital. If your outpatient is immunocompromised, they can travel to an ICHT hospital by taxi. If not, they should use public transport. If they use their own car, we can pay up to **56p per mile** for petrol and up to **£50** for car parking at an ICHT hospital. We will **not** pay towards ULEZ or congestion charge costs, rental, or any other costs.

In your application, please make clear **how many times per week** and for **how many months** they will attend a ICHT hospital for medical treatment.

Please note: Some people can claim for travel costs to and from hospital under the **NHS Healthcare Travel Costs Scheme**. This is for people who receive qualifying income-based benefits and allowances. Before applying to us, please check whether your patient is eligible to claim through the NHS Healthcare Travel Costs Scheme. For more information, visit: www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs



Food

Maximum cap: £350

For your inpatient

We can support food costs for up to two of your patient's family members or one carer/guardian when they visit the patient at an ICHT hospital. You can apply for up to **£10 per person per day**. Please note, we will not pay for alcohol.

We will calculate how many days is needed based on the travel days.

For your outpatient

We can support food costs for your patient and one family member, carer or guardian when they attend their medical appointment at an ICHT hospital. You can apply for up to **£10 per person per day**. Please note, we will not pay for alcohol.

We will calculate how many days is needed based on the travel days.

For your outpatient who needs a clean diet

We can pay up to **£200** for your outpatient to purchase food to meet their special medical dietary needs. **The £200 is inclusive of the max £350 food allowance.**



Accommodation

Maximum cap: £500

For your inpatient

We can pay up to **£175 (inclusive of VAT)** per night for up to two of your patient's family members or one carer or guardian to stay at a hotel near an ICHT hospital or at the Hammersmith Hospital accommodation when visiting the patient.

For your outpatient

We can pay up to **£175 (inclusive of VAT)** per night for your patient and one family member, carer or guardian to stay overnight near an ICHT hospital or at the Hammersmith Hospital accommodation for the patient to attend their hospital appointment at an ICHT hospital.

In your application tell us **how many nights and for whom the room is needed**. The Patient (and their family) would **need to pay first and provide us with the receipt for reimbursement**.

In an emergency

Please email us at grants@imperialcharity.org.uk before you apply to discuss further.

Please note: ICHT has affordable visitor accommodation next to Hammersmith Hospital. For more information, please visit:

www.imperial.nhs.uk/~/_/media/website/patients-and-visitors/short-stay-studios-for-visitors.pdf



We understand patients may have complex needs and would like to signpost to the Inclusion Team for any discharge pathway needs at **☎ 020 3312 6006** @ imperial.innerNWLInclusionhealthteam@nhs.net



Essentials

Maximum cap: £200

For your inpatient

For emergency admissions, we can pay for essential items such as personal hygiene items and clothes for your adult or child patient during their stay in hospital if these are not already provided by the hospital.

For your outpatient

We can pay for essentials that will help your patient with their medical treatment and improve their health, such as reasonable winter clothing, personal hygiene items, wigs and other fabric support. For babies, this may include nappies, changing mats, bottles, teats, bottle brushes, towels and basic clothes. We will also consider paying **up to £100** for your patients to purchase their prescribed medication and utility bills (Gas, Electricity and Water only).

Please note: We **cannot pay** for items such as childcare costs, white goods, furniture, rent, mobile phones, electronics, council tax, or private treatment.

Some people who receive qualifying income-based benefits and allowances are entitled to free wigs and fabric supports. For more information, please visit: www.nhs.uk/nhs-services/help-with-health-costs.



Funeral

Maximum cap: £1,100

For a patient who has died

We can pay up to £1,100 towards the Funeral Director's costs. We will pay directly to the Funeral Director once we have received their invoice.

For child patients, we can only pay towards funeral costs if the patient's family is unable to claim costs from the Children's Funeral Fund For England, which helps to pay for the costs of a funeral for a child. For more information, please visit: www.gov.uk/child-funeral-costs

Please note: We **cannot pay** for funeral costs directly to the patient's family or for burials or cremations outside the UK, including repatriation costs.

Contact us

Please use this table **alongside our [guidance](#)** on applying for a patient hardship grant and feel free to contact us if you have any questions about your application. You can email:

grants@imperialcharity.org.uk