

Frequently Asked Questions

What is the shuttle service?

The shuttle service provides transport between Friarage Hospital and The James Cook University Hospital for patients attending appointments and visitors travelling to see relatives receiving care.

What has changed?

Eligible patients who are unable to travel independently to Friarage Hospital may now be offered free transport from their home to Friarage Hospital, where they can connect with the shuttle service to James Cook. They will also be provided with a free return journey home after their appointment.

Who can use the home pick-up service?

The service is available to eligible patients attending appointments at The James Cook University Hospital. Each request will be assessed on a case-by-case basis by the in-house transport team.

How will eligibility be assessed?

The transport team will consider each patient's individual circumstances. This may include whether the patient has a disability, mobility difficulties, age-related issues, or other conditions that make travelling independently difficult.

Do I qualify automatically if I am not eligible for NHS Patient Transport?

No. Patients who are not eligible for NHS Patient Transport may be considered for the service, but eligibility will be assessed individually by the transport team.

Which areas are covered?

The service is intended for patients living in rural North Yorkshire, including areas such as Hawes, Northallerton, Richmond, Bedale, Leyburn, Thirsk and surrounding communities.

How much does the service cost?

The home pick-up and return journey are free for eligible patients. However, patients will still need to pay the £10 shuttle fare between Friarage Hospital and The James Cook University Hospital.

Is the journey home included?

Yes. Eligible patients will be taken from their home to Friarage Hospital, travel on the shuttle service to James Cook, and be returned home following their appointment.

Can a carer or family member travel with me?

Please speak to the transport team when booking, as this will depend on availability and individual circumstances.

How do I book?

Bookings can be made by patients or carers by calling 01642 838877 between 8am and 4pm, Monday to Friday.

Can I use this number for other transport bookings?

No, this number is dedicated to the North Yorkshire shuttle service and cannot be used for other transport enquiries or bookings.

What happens if I am unsure whether I qualify?

Please contact the transport team on 01642 838877. They will discuss your circumstances and advise whether the service may be suitable for you.

Is the service available for every appointment?

The transport team will discuss your appointment details and circumstances when you book to determine whether the service can be provided.

What should I do if I need to cancel my booking?

Please contact the transport hotline as soon as possible so the booking can be amended or cancelled.

Why has the service been extended?

The service was extended following patient feedback, which showed that some people living in rural communities were unable to reach Friarage Hospital to access the shuttle service. The new arrangement aims to remove this barrier and improve access to care.

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