



# DISABLED PERSON'S TRAVEL PERMIT (Bus, Train, Tram)

## Guidance for Sheffield GPs

Following negotiations between Sheffield LMC and Sheffield City Council (SCC) since October 2013, the disabled person's travel permit application process has been clarified as follows:

All applicants apply to SCC through a standard application form, available at:

<https://www.sheffield.gov.uk/dms/scc/management/corporate-communications/documents/transport/public-transport/Mobility-Travel-Permit-application-form/Mobility%20Travel%20Permit%20application%20form.pdf>

SCC then carries out an initial assessment and immediate feedback is given on eligibility.

### **Applications Based on Mobility Difficulties**

If the application on the grounds of mobility is unsuccessful, the applicant has the right to appeal the decision. In these circumstances, the applicant is assessed by an independent physiotherapist.

If the appeal is rejected and the applicant remains dissatisfied, but is under the care of a specialist / consultant for the condition they feel entitles them to a permit, SCC will contact the specialist / consultant directly with a request for supporting evidence.

### **Applications Based on Non-Mobility (including Mental Health) Difficulties**

Where the applicant is not under the care of a specialist, but has a condition that requires support of a healthcare professional, they can apply by completing the relevant section of the application form and should have this confirmed by a healthcare professional, that is **NOT** their GP, eg a Community Psychiatric Nurse, Epilepsy Nurse, Social Worker etc prior to returning to SCC.

In exceptional circumstances, SCC may feel they need further medical evidence to verify a claim. In these circumstances:

- SCC will telephone the patient's registered GP with specific questions, which should only require a brief conversation.
- GPs may wish to be in receipt of written patient consent prior to releasing any information, which SCC can email to practices from their secure email account.
- If any GPs prefer to provide written information, SCC will copy and pre-populate Appendix A of the form and forward this to the GP for completion via their secure email account.
- Having spent some considerable time negotiating a satisfactory solution to avoid bureaucratic medical forms, **it would be helpful if GPs could try to accommodate these infrequent requests without charge.**

At no point should an applicant request information directly from their GP. Any patients taking it upon themselves to request medical evidence from their GP should be directed back to SCC. The relevant department can be contacted via tel: (0114) 273 4567 or email: [customerservicecentre@sheffield.gov.uk](mailto:customerservicecentre@sheffield.gov.uk).

Further information is available on SCC's website at:

<https://www.sheffield.gov.uk/caresupport/adult/support-available/travel-pass/mobility-bus-pass.html>.