

Hospital	Contact	Cancellations & changes	Complaints/Concerns	Other info
<b>Royal Free Hospital Trust</b> (RFH, Barnet Hospital, Chase Farm, Finchley Memorial, Whittington Hospital, Moorfields Eye – City Rd)	0333 240 4909 (Monday – Friday 9am to 5pm)	0333 240 4909	For Barnet Hospital or Chase Farm Hospital email: <a href="https://www.royalfree.nhs.uk/contact-us/compliments-and-complaints/">https://www.royalfree.nhs.uk/contact-us/compliments-and-complaints/</a> For the Royal Free Hospital email <a href="mailto:rf.complaints@nhs.net">rf.complaints@nhs.net</a>	Patient transport leaflet: <a href="https://www.royalfree.nhs.uk/services/services-a-z/non-emergency-patient-transport/">https://www.royalfree.nhs.uk/services/services-a-z/non-emergency-patient-transport/</a>
<b>Imperial Trust</b> (Charring Cross , Chelsea & Westminster, West Middlesex, Queen Charlotte and Chelsea, Harefiled, Hammersmith, St Mary's and Western Eye Hospitals)	0330 678 1245 (Monday to Friday: 08.00 to 20.00, Saturday and Sunday: 10.00 to 13.00).	0333 678 1245	A formal complaint – please contact 020 3326 1326 (Monday to Friday, 09.00 to 17.00)	Patient Transport Leaflet: <a href="https://www.imperial.nhs.uk/patients-and-visitors/help-and-support/patient-transport">https://www.imperial.nhs.uk/patients-and-visitors/help-and-support/patient-transport</a>
<b>London North West University Healthcare Trust</b> (Central Middlesex, Ealing, Northwick Park and St Marks Hospitals)	020 8453 2318 <a href="mailto:LNWH-tr.facilitiesteam@nhs.net">LNWH-tr.facilitiesteam@nhs.net</a> Our GP needs to do 1 <sup>st</sup> app. booking			
<b>UCLH</b> (UCLH, UCLH Macmillan Cancer Centre, UCH Westmoreland St, UCH Grafton Way, Royal National ENT & Eastman's Hospital, Royal London Hospital for Integrated Medicine, National Hospital for neurology Hospital for Tropical Diseases)	Our GP needs to do transport referral. The form needs to be e-mailed at least 3 days before the appointment (otherwise not possible to book transport)	020 3 456 7010 to call and request the form	A formal Complaint: <a href="mailto:uclh.complaints@nhs.net">uclh.complaints@nhs.net</a> or contact us by telephone: 020 3447 7413	Patient Transport Leaflet: <a href="https://www.uclh.nhs.uk/patients-and-visitors/patient-information-pages/patient-transport-service">https://www.uclh.nhs.uk/patients-and-visitors/patient-information-pages/patient-transport-service</a>