

Welton & District Patients' & Doctors' Association



Voluntary Transport Scheme

Patient Information

Introduction

Volunteer drivers use their own cars to provide transport for patients registered at the Welton Family Health Centre (HC) who have genuine difficulty in attending medical, dental, optical etc. appointments; for which a charge (currently £0.40 per mile) is made. Requests for transport to visit relatives in hospital or care homes will also be considered depending on driver availability.

Please note that current legislation prevents the PDA from providing transport for children unless the accompanying adult provides and fits an approved child seat in the driver's car.

Procedure

Patients wishing to make use of the service, must contact the Receptionist at the Health Centre giving as much notice as possible.

Welton Health Centre Appointments

For appointments at the Health Centre patients must be ready for collection in reasonable time before their appointment as the driver may have other patients to collect immediately afterwards. There is a fixed charge for the transport based on the village in which the patient lives. Patients will be informed of the charge at the time of booking transport.

If the use of a wheelchair is required, please inform the Health Centre when the booking is made to enable an appropriate car and driver to be provided.

Other Appointments

For all other appointments the patient must provide the following details:

- Patient name, full address (including post code)
- Telephone number so that the PDA Transport coordinator can contact them with driver details. To protect patient privacy the Coordinator will not leave pick-up details on an answerphone.
- Date and time of appointment.
- Hospital details including clinic number or name if known, and full address for hospitals or other institutions outside the local area.
- Is a return journey required?
- Number of persons travelling?
- Is a hospital or health centre wheelchair required?
- Are any mobility aids or other equipment to be carried?
- What will be the approximate length of appointment if known?
- Any other information that might be useful to the Transport Coordinator or driver.

The PDA Transport Coordinator will contact the patient to inform them of the driver's name and pick-up time. The charge for the journey is calculated from the driver's home and back again. There may be additional charges to cover the

cost of car parking, road tolls or other unavoidable expenses. Blue Badge holders should bring the badge with them as it may be of benefit.

For local appointments of less than 2 hours the driver will normally wait to take the patient home, but for longer times the driver may go home and return later. The charge will then be for both journeys. This can be discussed with the coordinator when the transport arrangements are confirmed.

If there are further appointments needing transport, they must be arranged through the Receptionist at the Health Centre and not directly with a driver or the Transport Coordinator.

The transport scheme does not cover diversions or delays for shopping etc. other than the collection of prescriptions.

Should you have any complaints, concerns or compliments please inform the Receptionist at the Health Centre.

Assistance

Drivers are not permitted to lift or otherwise manhandle patients, provide personal care or do anything other than provide a transport service; and will not do so, unless the request is trivial (e.g. offering an arm to assist whilst walking). In all other circumstances, if a patient requires assistance they must have arranged their own carer in advance of the appointment. Should a patient require such assistance from the driver they will decline to take them. Appropriately trained drivers are available to handle and push wheelchairs when required.

The PDA does not have access to any vehicles adapted with ramps, or other means of assisting with access and egress, or able to carry oversized or heavy wheelchairs or other equipment.

Payments

All payments are to be made to the driver. Please try and have the correct amount available, as the driver may not have change.

Abuse of the Service

The transport scheme relies entirely on volunteer drivers who give their time freely (and are reimbursed for fuel and other vehicle running costs). At times they make early starts, finish late or are away for a full day. Please respect their dedication by not requesting transport if the patient or anyone accompanying them is able to provide transport themselves.

Failure to pay the driver the correct amount may result in future transport requests being refused.

Data Protection

The PDA hold and processes data in respect to patients and their appointments whenever they make use of the transport service. The PDA abides by the General Data Protection Regulations and a full privacy statement is available on request.