

Welton & District Patients' & Doctors' Association



Voluntary Transport Scheme

Reception Notes

Volunteer drivers provide transport for practice patients who have genuine difficulty in attending medical, dental, optical, etc. appointments at clinics, hospitals etc. and at the surgery. Requests for transport to visit relatives in hospital or care homes will be considered depending on driver availability. Please ensure patients requesting transport for the first time receive a copy of the patient information sheet, which is available at reception, and are aware of the charges for the service, and the qualifying criteria (i.e. if the patient or anyone accompanying them is able to provide transport, they must do so). Current legislation prevents children being carried unless the accompanying adult provides and fits an appropriate child seat in the driver's car. No passenger who is known to be suffering from an infectious or contagious disease shall be offered transport

Booking Details

Essential information needed when a patient is requesting transport:

- Patient name, full address including postcode (for sat-nav use) and telephone number.
- 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. (Clinic details enable the driver to choose the most appropriate entrance.)
- 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.

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.

Appointments at Welton Health Centre (HC)

A 'driver of the day' list is provided and updated by the Transport Coordinator to cover appointments at the HC. Please telephone the driver of the day on the

preceding evening (as close to 5 PM as is practical) with details of all HC appointments so that they can plan the day.

If any patients requiring transport to the HC are wheelchair users, please notify the Transport Coordinator ASAP, as some drivers are unable to handle wheelchairs.

Short Notice / Emergency Requests

A list of drivers willing to respond to short notice requests, providing they are available, should be to hand and in these instances please contact drivers direct.

All Other Appointments

For all other appointments the above booking details are to be entered onto the database for action by the Transport Coordinator.

Cancellations

In the event a patient cancels an appointment please ensure the driver and Transport Coordinator are informed as soon as possible.

Patients leaving the practice

Whenever a patient leaves the practice, please check to see if their details are on the transport system, and if so, inform the Transport Coordinator so that they can be removed.

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