



Minchinhampton Patient Participation Group Patient Volunteer Transport Scheme



The transport scheme is organised by a group of volunteers who will do their best to organise transport to the hospital, but it cannot be guaranteed. There will be a charge for petrol and parking to compensate the driver's cost.

To use the transport scheme, please follow the below instructions:

1. Phone the transport scheme:
 - **01453 887314**

2. If the line goes to answer phone:
 - Please give your full name, telephone number, and the current time
 - Repeat the message slowly and clearly
 - You should receive a reply to your message that evening – if not, please ring the same number after 7pm

3. The organiser will need the following information from you:
 - Your home address including postcode
 - The location of the medical facility (i.e. hospital/surgery/clinic)
 - The time and day of your appointment
 - If you have any disabilities/requirements that need be taken into consideration (i.e. mobility issues/difficulty walking)

4. The organiser will:
 - Inform you of the cost based on the distance from the surgery to the clinic
 - Please note you must pay the parking fee (if applicable) unless you have a disabled badge
 - Find a suitable driver to take you to your appointment
 - The driver will phone you directly to make appropriate arrangements as soon as possible. If the driver does not contact you within 24 hours, please call the transport scheme main line