

5. Transport option to address the customer's needs

The Community Car Scheme is the best option for Mr A because:

- The driver can stay and assist him while he visits his wife in hospital if requested
- If the journey is a regular one, the same driver will be sent where possible. This will establish an element of trust between Mr A and the driver
- Mr A can now go out at the beginning of the day knowing that all his journeys are booked and he does not need to worry
- He only has to contact one organisation to book his transport.

6. How can the customer access or book this transport?

Mr A would contact his local scheme which is the Wisbech Community Car Scheme on 07541 400780. A coordinator would take his details and arrange suitable transport which meets his needs. This transport has to be arranged in advance.

Mr A will be informed of the approximate cost of the journey at the time of booking.

There are many Community Car Schemes covering the whole of Fenland. To find details on the one in your area you can call our Community Transport Officer on 0345 0451 151 (lo-call) or download a leaflet at: www.fenland.gov.uk/article/2715/Community-Car-Schemes

Leaflets can also be found in the Fenland @ your service shops, GP surgeries, leisure centres and libraries. Alternatively telephone 01354 654321 and we can post you the relevant information.

7. Other Transport Options

For details of other transport options that are available in Fenland you can pick up a copy of the Fenland Transport Directory from any of our Fenland @ your service shops.



Fenland District Council, Fenland Hall, County Road, March, Cambridgeshire, PE15 8NQ

Getting from A to B

Making essential journeys without a car



Case Study 1 - Combining transport for social care and hospital visits



Fenland District Council



Cambridgeshire

This leaflet forms part of a series of case studies which aim to give information on a variety of transport related situations.

This case study focuses on the complex health and transport requirements of an elderly gentleman. The elderly gentleman needs to access his transport in the simplest way possible to reduce concerns and to meet his daily needs. The aim is to address a number of essential needs in one day that all have transport requirements.

1. Introducing Mr A

Mr A is an elderly gentleman who lives in Wisbech and he relies on a wheelchair except for very short journeys. He can also be forgetful and can get confused so patience is required at all times. Recently his wife has been admitted to hospital at Kings Lynn and he is finding it difficult to visit her. Mr A needs assistance when bathing so he attends a day centre twice a week. He also stays for lunch before heading off to visit his wife. Mr A cannot drive a car and does not have any family or friends nearby that would be able to help. He has been relying on taxis, which due to all the additional journeys, are proving to be more than he can now budget for. This now means that he will not be able to visit his wife in hospital every day, which he wants to be able to do.

2. Current transport arrangements for Mr A

For the last few weeks Mr A has been using a taxi to visit his wife at the Queen Elizabeth Hospital in Kings Lynn on a daily basis. On arrival at the hospital he has to wait for a porter (which sometimes takes around 25 minutes) so that he can be taken in a wheelchair to see his wife. The taxi driver is unable to assist beyond taking him to the hospital entrance or car park.

3. Understanding the needs of Mr A

The specific needs and challenges of Mr A are:

- Help to get in and out of the car and hospital wheelchair
- Taking him from the drop off point at the hospital to the ward or clinic
- Consistency (same driver) as Mr A tends to get confused
- Reliability of service
- Affordability

4. Transport options and their suitability

The specific issues for Mr A in respect of each transport option are:	
Options	Comments
Taxi	<ul style="list-style-type: none"> • Expensive to travel • Driver is unable to help with taking Mr A in his wheelchair to the ward or clinic • Different driver for every journey • The driver cannot wait until Mr A has visited his wife • Mr A will need to arrange separate transport home
Bus	<ul style="list-style-type: none"> • Difficulty getting on and off buses if the buses do not have low floor • Mr A gets confused so would need an escort
Dial A Ride	<ul style="list-style-type: none"> • Does not operate from Wisbech to Queen Elizabeth Hospital every day and the journey times are limited • This service could assist with the day centre visits but he would need more than one type of transport to cover the hospital visits
Community Car Scheme	<ul style="list-style-type: none"> • Driver can stay with customer if requested • Driver is able to assist with Mr A and his wheelchair • Regular service = regular driver • All journeys are booked in advance so Mr A does not need to worry about travel arrangements each day
NHS Patient Transport	<ul style="list-style-type: none"> • Has to be booked through his GP • Mr A would not meet the criteria as the journeys that he wishes to make are not for his own medical needs
Train	<ul style="list-style-type: none"> • There is no train service in Wisbech