

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

Mr and Mrs F would contact their local community car scheme. A co-ordinator would take their details and arrange suitable transport which meets their needs. Mr and Mrs F would be informed of the approximate cost at the time of booking.

Community car scheme transport has to be arranged in advance so that a volunteer driver can be found.

There are many community car schemes covering the whole of Fenland. To find details of 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 and libraries. Alternatively phone Fenland District Council on 01354 654321 and we will post you the relevant information.

6. 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.

Getting from A to B

Making essential journeys without a car



Case study 6 - Attending Hospital appointments at Hinchingsbrooke Hospital



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



Fenland District Council



FENLAND STRATEGIC PARTNERSHIP



Supporting Volunteers
Encouraging Independence
Developing Good Neighbour Projects



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 transport requirements of someone who has difficulties attending hospital appointments due to lack of available transport. The aim of this case study is to address the needs of people in this situation.

1. Introducing Mr and Mrs F

Mr and Mrs F live in March. They are an elderly couple who do not have access to a car and regularly attend hospital appointments at Hinchingbrooke Hospital in Huntingdon. They are able to use public transport but due to cuts in bus services they have started to make the journey by taxi instead. The couple are not aware of any other transport options that are available. Their only income is their state pension which provides them with a limited budget.

2. Understanding the needs of Mr and Mrs F

The specific transport needs and challenges of Mr and Mrs F are:

- They like to attend hospital appointments together
- There is no direct bus service to Hinchingbrooke Hospital
- Mr and Mrs F do not have access to a car
- Affordable transport

3. Transport options and their suitability

The specific issues for Mr and Mrs F in respect of each transport option are:

Options	Comments
Bus	<ul style="list-style-type: none"> • There are only 4 bus services each way per day between March and Huntingdon • Mr and Mrs F would need to change buses at Huntingdon to get to the hospital • It would also mean a long wait for Mr & Mrs F who are an elderly couple • Would not be able to attend early/late appointments due to lack of bus service
Taxi	<ul style="list-style-type: none"> • Cost
Dial A Ride	<ul style="list-style-type: none"> • This service does not operate from March to Hinchingbrooke Hospital in Huntingdon
Community Car Scheme	<ul style="list-style-type: none"> • Driver can stay with customers during their hospital visit if requested • Driver can wait to bring Mr and Mrs F home • Door to door service
NHS Patient Transport	<ul style="list-style-type: none"> • Has to be booked through their GP • NHS criteria must be met • They may not be able to travel together unless their appointment was on the same day

4. Transport option to address the customer's needs

The community car scheme is the best option for Mr and Mrs F because:

- The driver is able to stay and assist while they visit the hospital
- The driver will also stay during the appointment to bring them home afterwards
- Mr and Mrs F will have peace of mind knowing that their transport needs are catered for before they set off for their appointments
- The cost of the journey is subsidised by Cambridgeshire County Council and therefore assists them financially as they have a limited budget.