

#### **4. Transport option to address the customer's needs**

The best option for shopping and social journeys would be Dial A Ride because:

- It is a door to door service
- The driver will help her on and off the bus
- She enjoys the social aspect of travelling with other people.

The best option for hospital appointments and social events would be the community car scheme because:

- It is a door to door service
- The driver can stay and assist her while she attends her appointment
- Pick up time can be matched to hospital appointment times.

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

To use the Dial A Ride service you must be a member of Fenland Association for Community Transport (FACT).

Membership is £10 per year and application forms are available in their Dial A Ride leaflets or you can download an application form from their website at: [www факт-cambs.co.uk](http://www факт-cambs.co.uk)

There are many Community Car Schemes covering the whole of Fenland. To find details of one in your area call our Community Transport Officer on 0345 0451151 (lo-call) or download a leaflet at:

[www.fenland.gov.uk/article/2715/Community-Car-Schemes](http://www.fenland.gov.uk/article/2715/Community-Car-Schemes)

Leaflets for both schemes can also be found in the Fenland @ your service shops, GP surgeries and libraries.

#### **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.



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

# **Getting from A to B**

**Making essential journeys without a car**



**Case study 3**  
**Social, shopping and hospital trips for  
someone with mobility difficulties and  
needing assistance**



## 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 mobility difficulties and needs assistance when shopping or attending hospital appointments. Hospital appointments are sometimes difficult to attend owing to the lack of available transport. The aim of this case study is to address the needs of people in this situation.

### 1. Introducing Mrs C

Mrs C is a 73 year old lady who lives alone in the March area. She has no family living nearby. Two years ago Mrs C had a hip operation which has severely affected her mobility. She now relies heavily on a wheeled walker to help her get about. Mrs C attends Queen Elizabeth Hospital in Kings Lynn on a regular basis but finds it difficult to use conventional modes of transport as she needs assistance to get on and off the vehicles. She finds it difficult to access buses due to the steps. Mrs C also likes to go shopping and to a social club to meet her friends every week.

### Understanding the needs of Mrs C

The specific needs and challenges of Mrs C are:

- Mrs C needs transport that caters for a wheeled walker
- Transport that can be accessed near her home as walking is difficult
- Mrs C lacks confidence and is nervous when travelling as she had a fall and her mobility is limited
- Help on and off chosen transport option
- Transport costs within her limited budget
- Mrs C wants to remain independent
- Mrs C enjoys travelling with her friends

### 3. Current transport options and their suitability

The specific issues for Mrs C in respect of each transport option are:

Options	Comments
Bus	<ul style="list-style-type: none"><li>• Mrs C would struggle to get on and off the bus without help</li><li>• No direct service to the hospital</li><li>• Mrs C does not live close to a bus stop</li></ul>
Taxi	<ul style="list-style-type: none"><li>• Cost</li><li>• The return journey from her hospital appointment would be difficult to prebook as the hospital clinic may be running late</li><li>• The social aspect of travelling with other customers will be limited</li></ul>
Dial A Ride	<ul style="list-style-type: none"><li>• This service does not operate from March to Queen Elizabeth Hospital in Kings Lynn</li><li>• Can accommodate wheeled walker</li><li>• Able to travel with friends</li></ul>
Community Car Scheme	<ul style="list-style-type: none"><li>• Door to door service</li><li>• Driver will stay for duration of hospital appointment if requested</li><li>• Driver is able to assist Mrs C if needed</li><li>• Same driver can be requested</li><li>• Mrs C will have to make a contribution to the cost of the journey</li></ul>
Dial A Car	<ul style="list-style-type: none"><li>• Door to door service</li><li>• Driver will stay for duration of hospital appointment if requested</li><li>• Driver is able to assist Mrs C if needed</li><li>• Same driver can be requested</li><li>• More expensive than the car scheme</li></ul>
NHS Transport	<ul style="list-style-type: none"><li>• This transport has to be booked through a GP surgery</li><li>• Certain criteria have to be met for a patient to be eligible</li></ul>