

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

Travel by bus is the best option for Miss M because:

- There are a high level of journeys through the day for flexible travel.
- Only has to buy one ticket for whole journey if uses Service 46
- Can connect to QE2 from Kings Lynn bus station on Services 10, x8 and 48
- Is able to spend time in Kings Lynn town centre too if she wishes

Journey examples: (examples correct as December 2015)

The X1 leaves Wisbech Horsefair bus station at 06.45 and arrives at Kings Lynn bus station at 07.16 where you can catch the number 10 bus at 07.30 to arrive at the QE2 Hospital at 07.41 or:

The 46 service leaves Wisbech Horsefair bus station at 06.55 and arrives at Kings Lynn bus station at 07.39 where you can catch the X8 at 07.45 to arrive at the QE2 Hospital at 07.56 \*You can use the Stagecoach 'through ticket' for this journey

#### 5. Bus timetable and ticket information

You can find further information regarding bus times and ticket information from the following places:

- [www.travelinesoutheast.org.uk](http://www.travelinesoutheast.org.uk) 0871 200 2233
- [www.cambridgeshire.gov.uk/info/20017/buses](http://www.cambridgeshire.gov.uk/info/20017/buses)
- [www.norfolkgreen.co.uk](http://www.norfolkgreen.co.uk) or [www.stagecoachbus.com](http://www.stagecoachbus.com) 01553 776980
- [www.firstgroup.com/norfolk-suffolk](http://www.firstgroup.com/norfolk-suffolk) 0345 602 0121

#### 6. Other transport options

For details of other transport options that are available in Fenland a copy of the Fenland Transport Directory is available on Fenland District Council's website at [www.fenland.gov.uk/transport](http://www.fenland.gov.uk/transport). Hard copies of the directory are also available from any of the Fenland @ your service shops.

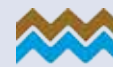


# Getting from A to B

Making essential journeys without a car



Case study 12 - Wisbech to King's Lynn  
Queen Elizabeth (QE2) Hospital



Cambridgeshire  
County Council



Fenland District Council



Stagecoach in Norfolk

**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 a bus journey from Wisbech to Kings Lynn Queen Elizabeth Hospital (QE2). This case study could also be used for getting to work in Kings Lynn.

**1. Introducing Miss M**

Miss M lives in Wisbech and needs to travel to Kings Lynn QE2 Hospital on a regular basis for medical treatment. She doesn't have a car and while friends and family have offered to drive her on occasions, they are not always available for the time of each appointment.

**2. Understanding the needs of Miss M**

The specific transport needs and challenges of Miss M are:

- to be able to attend appointments at various times throughout the day
- flexible return times as the appointment length or waiting time can be unpredictable

**3. Current transport options for Miss M**

The specific issues for Miss M in respect of each transport option are:

Options	Comments
Stagecoach in Norfolk 46 Bus Service	<ul style="list-style-type: none"> <li>• This service goes from Horsefair bus station to Kings Lynn bus station</li> <li>• Journey time from bus station to bus station is 49 minutes</li> <li>• There are a range of journey times between 06.55 and 17.50</li> <li>• There is a connecting Stagecoach in Norfolk service every 10 mins between the Kings Lynn bus station and the QE2 Hospital (Services 10, x8 and 48)</li> <li>• Stagecoach in Norfolk have a 'through ticket' option which means only one bus ticket is needed for the whole journey.</li> </ul>

Options	Comments
X1 Excel Bus Service	<ul style="list-style-type: none"> <li>• This service goes from Horsefair bus station to Kings Lynn bus station</li> <li>• Journey time from bus station to bus station is 31 minutes</li> <li>• There are a range of journey times between 06.45 and 22.10</li> <li>• There is a connecting Stagecoach in Norfolk service every 10 mins between the Kings Lynn bus station and the QE2 Hospital (Services 10, x8 and 48)</li> <li>• A ticket would need to be purchased for the journey to Kings Lynn bus station and another ticket for the journey from the Kings Lynn bus station to the QE2 Hospital</li> </ul>
Taxi	<ul style="list-style-type: none"> <li>• Can accommodate appointments at any time of day</li> <li>• Can go from home directly to the hospital</li> <li>• This could work out very expensive due to the distance involved compared to other transport options</li> <li>• Difficult to arrange return trip due to unpredictable appointment/waiting time</li> </ul>
Dial a ride	<ul style="list-style-type: none"> <li>• This service only operates once per month from Wisbech to Kings Lynn QE2 Hospital</li> <li>• Miss M does not meet the criteria for this transport</li> </ul>
Community car scheme	<ul style="list-style-type: none"> <li>• Miss M does not qualify for this method as there are alternative travel options available to her</li> <li>• Driver remains on site ready for the return journey</li> </ul>
NHS Transport	<ul style="list-style-type: none"> <li>• This transport is arranged via NHS, your GP surgery can provide more details about this</li> <li>• Miss M does not meet the qualifying criteria</li> </ul>