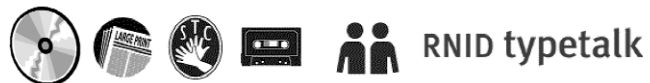




Do you need door to door transport for your NHS appointment?

For further information, or to obtain a quote, please call the Transporting Somerset Team on

**01823 357713 or
01823 357688.**



To request this document in an alternative format please contact us 0845 345 9166



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Are you having difficulty getting to your health appointment? Have you been told that you don't qualify for free hospital transport? If so, then why not call Somerset County Council?

In partnership with the NHS, we can now offer advice on available transport options in your area. You also have an option to request a quote for our own bespoke, but chargeable, door to door transport service to get you to your NHS appointment.

The price is sourced from a range of transport resources, including the use of volunteer drivers.

The most cost effective transport is then offered to you. We ask you to pay the cost of the transport plus a small administration fee.



Bookings can be made up to 2 weeks in advance of your appointment. We take full details of your appointment, venue, time, and ask if anyone will be travelling with you. It is important to tell us how long you need for your appointment. This information will assist us in sourcing the transport for your visit. When the most appropriate transport has been found we telephone you with the price.

We take the payment over the telephone by credit/debit card. A letter of confirmation that is also a receipt of your payment, will be sent out to you showing the agreed date and times of your journey.

On the day of your appointment you will be collected at your door and driven to the hospital. Assistance is given when required with wheelchairs/walking aids etc. At the pre-arranged collection time your driver will be waiting to take you home.