

NORTON BROOK PATIENT TRANSPORT SERVICE

Registered Charity 1061621

Who are we?

We are a voluntary Patient Transport Service set up in 1999 providing transport for patients of Norton Brook Medical Centre who would otherwise have difficulty getting to appointments. We transport patients to the Medical Centre, to South Hams Hospital and to Dentists, Opticians and Chiropodists within the town of Kingsbridge. Our friendly drivers pick patients up at their home, wait for them whilst they are at their appointment and return them to their home afterwards.

We are an offshoot of Norton Brook Patients' Support Group which, since 1997 has raised thousands of pounds towards equipment for the Medical Centre and continues to do so, but in a more modest way.

How do I book Transport?

- By telephoning our office on **01548 855128** on weekday mornings between 8.30am and 11.30am; a receptionist will take details of the date, time and place of the appointment and arrange a driver.
- Out of the above office hours, an answerphone message can be left and this will be dealt with as soon as possible or on the next working day.
- We prefer two to three day's notice for transport but we can take same-day appointments when unavoidable. We rarely have to turn down a drive, even when booked at the last minute.
- *Please note: we don't drive to any appointments or hospitals outside Kingsbridge.*

What does it cost?

There is no set charge but we do ask for a donation towards the cost of your driver's petrol expenses. An envelope is in the driver's car for your use.

Prescription collection

We now offer a Prescription Collection Service. Just ring the office with your request and a driver will collect your prescription as soon as possible and deliver it to you.

Again, there is no set charge for this service but we ask for a donation towards petrol expenses.

Can you help us?

Yes please – in one of four ways:

- ✚ by using our service as much as possible as our Receptionists and Drivers are very willing and friendly;
- ✚ by offering to become a driver – particularly if you live in Kingsbridge;
- ✚ by becoming a member of the Committee which oversees the running of the Transport Service and organises fund-raising;
- ✚ by supporting our cake sales and any other fund raising activities which may take place from time to time.