

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

Mr D feels that the Dial A Car option is the best for him because:

- It will allow him to travel via a pre-bookable service that can better handle his transport needs.
- Drivers are fully trained to aid him in and out of the vehicle.
- Dial A Car also allows for Mr D to be picked up from his home and he does not have to wait when his hospital appointment has finished to be taken home.

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

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

Membership is £10 per year and application forms are available via their Dial A Ride leaflets which are available in the Fenland @ your service shops, libraries and doctors surgeries or by contacting FACT on 01354 661234 to request a membership pack.

Alternatively, you can download an application form from their website at:  
[www.fact-cambs.co.uk](http://www.fact-cambs.co.uk)

Once you have become a member, you simply phone the FACT Office and state which day and what time you would like to travel.

Please note that there is a cost to use this service. The amount the customer has to pay will depend upon the length of the journey. The cost will be discussed at the time of booking your travel.

#### 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.



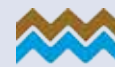
Fenland District Council, Fenland Hall, County Road, March, Cambridgeshire, PE15 8NQ

# Getting from A to B

## Making essential journeys without a car



### Case study 4 - Hospital visits for someone in a wheelchair who needs to travel with oxygen



Cambridgeshire  
County Council



Fenland District Council



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 mobility difficulties and needs to travel with oxygen. Hospital appointments are sometimes difficult to attend due to the lack of available transport. The aim of this case study is to address the needs of people in this situation.

**1. Introducing Mr D**

Mr D is a 55 year old man who uses a wheelchair which has an oxygen tank fitted to the side. Mr D lives alone and has a carer who comes to his home daily to help him. He has monthly appointments at Hinchingsbrooke Hospital so needs transport which will allow him to take his wheelchair and oxygen tank.

**2. Understanding the needs of Mr D**

The specific transport needs and challenges for Mr D are:

- Specially adapted vehicle that can accommodate his wheelchair
- Transport that is licensed for him to take his oxygen tank
- Help to get in and out of a vehicle
- Transport where a carer can travel with Mr D to assist him including helping him to get in and out of the vehicle
- The vehicle transporting Mr D needs to have enough space for the oxygen tank and wheelchair so that he feels comfortable whilst travelling.

**3. Current transport options and their suitability**

| The specific issues for Mr D in respect of each transport option are: |   |
|---|---|
| Options   | Comments  |
| Bus   | <ul style="list-style-type: none"> <li>• Mr D finds it hard to access buses with his wheelchair and oxygen tank</li> <li>• Irregular bus services where Mr D lives</li> <li>• Additional cost of travel to take a carer with him</li> <li>• Mr D finds travelling on buses very uncomfortable</li> <li>• No direct service to Hinchingsbrooke Hospital</li> </ul> |
| Taxi  | <ul style="list-style-type: none"> <li>• Taxis are licensed to carry oxygen tanks</li> <li>• Many taxi vehicles are not large enough to accommodate the wheelchair and the oxygen</li> <li>• Cost</li> <li>• Has to book return journey when hospital appointment has finished</li> </ul>   |
| Dial A Ride   | <ul style="list-style-type: none"> <li>• Licensed to carry oxygen tank</li> <li>• Carer would have to pay</li> <li>• No direct service to Hinchingsbrooke Hospital</li> </ul>   |
| Community Car Scheme  | <ul style="list-style-type: none"> <li>• Volunteer cars are not licensed to carry oxygen tanks</li> <li>• Door to door service</li> </ul>   |
| Dial A Car  | <ul style="list-style-type: none"> <li>• Licensed to carry oxygen tank</li> <li>• Carer able to travel with him</li> <li>• Door to door service</li> <li>• Trained driver to aid Mr D</li> </ul>  |
| NHS Transport   | <ul style="list-style-type: none"> <li>• Mr D needs to meet NHS criteria</li> <li>• Transport has to be booked through your GP surgery</li> <li>• Will have to wait to be picked up for journey home</li> </ul>   |