

**Thanks.....**

This wonderful service is being provided with the help of a number of volunteers. Our grateful thanks to them all for giving up their time to help others and to provide this much needed service.

If you feel you would like to help us out either as a co-ordinator or as a driver, please contact the Parish Council Office on 01342 822661. or complete the form below and hand it in at the Community Centre.

**FOREST ROW COMMUNITY TRANSPORT**

I would like to volunteer as a :

Driver

Co-Ordinator

Name: \_\_\_\_\_

Tel: \_\_\_\_\_

Email: \_\_\_\_\_

**FOREST ROW  
COMMUNITY TRANSPORT**

Essential contact information:

Tel: 01342 822909

Email: [transport@forestrow.gov.uk](mailto:transport@forestrow.gov.uk)

Website: [www.forestrow.gov.uk](http://www.forestrow.gov.uk)



**Forest Row Parish Council**

**With the support of :  
Ashurst Wood Parish Council**

**The Community Centre  
Hartfield Road  
Forest Row  
East Sussex**

**Phone: 01342 822661  
Email: [info@forestrow.gov.uk](mailto:info@forestrow.gov.uk)  
Website: [www.forestrow.gov.uk](http://www.forestrow.gov.uk)**

**FOREST ROW  
PARISH COUNCIL**

**FOREST ROW  
COMMUNITY  
TRANSPORT**

**Serving the  
Community**



**01342  
822909**

**Mon, Tues, Thurs, Fri  
9.30am—12.30pm**

## Who is it for?

The service will be available for patients at the Ashdown Forest Health Centre and / or residents of Forest Row Parish and Ashurst Wood to enable them to attend medical / dental appointments, essentially covering most of Sussex, Surrey and Kent

## How will it work?

If you do not qualify for hospital transport or find it difficult to get to your appointments please telephone the dedicated telephone number between 9.30am and 12.30pm and book your journey with one of our volunteer co-ordinators. If you need to ring outside those hours, leave a message on the answerphone and it will be dealt with as soon as possible. The messages will be checked at the end of each day and if urgent, the necessary arrangements will be made, if at all possible

This service is not suitable for people who have mobility problems or need physical assistance. Our drivers are not trained as carers and unfortunately will not be able to undertake such tasks. In these circumstances you must seek other means of transport via the surgery or hospital.

## The nitty gritty....

- Please give us at least 48 hours notice, or ring soon as you know the date and time of your appointment.
- The co-ordinator will first ask whether you qualify for hospital transport.
- The co-ordinator will then check your details and give you an approximate cost based on checking online maps.
- The driver will collect you from the door and drop you back off at your door.
- The charge will be 40p per mile—which will be accurately worked out for you at the end of the journey by your driver.
- There will be a £1 administration charge help towards our costs.
- There will be a minimum charge of £3.00 to cover the driver's time and costs, with no additional administrative charge.
- You can, if you want, leave an additional voluntary donation to help the scheme sustain itself in the longer term.
- If the driver is expected to wait for the passenger for more than 2 hours you will be charged for two journeys.

**That's all.....**

**Pass this on to anyone  
who you know will  
benefit from this  
service**



## Please do.....

- Check with the surgery / hospital whether you would qualify for hospital transport before phoning us.— *It just makes it a little easier to start with*
- Please try and find out how long you are likely to be— *It will help us find the appropriate driver*
- Have all the details ready when you make the call—*It will save time*
- If you have any follow-up appointments let the co-ordinator know sooner rather than later—*It ensures you are on the system and that it is not forgotten.*
- **Let us know of any changes to your appointment as soon as you are aware.**

### FOREST ROW COMMUNITY TRANSPORT

