

Quarterly Report for the period 1st April 2026 to 30th June 2026

Title: Transport Service – Organising the journeys

Description: Driving service to take participants to medical appointments

Task leader: Lucy Robbins, Janice Romaniszyn and Sally Holmes

Frequency:	Weekly	Twice-monthly	Monthly	Annually	Ad-hoc
					X

Current Total Numbers:	Participants	24	Volunteers and Professionals	21
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Breakdown:	Carers	Cared-for	Others	Regular	Occasional	Professional
				14	10	

General 3-month Assessment:	Not so Good	OK	Good	V Good	Special	
				X		

Since taking over the service from 1/2/26, Janice and myself have been on a steep learning curve! Most we’ve got right and provided an excellent service. There have been a couple of occasions where things haven’t gone as smoothly as we would want, which have provided us with learning opportunities. For example, we have learnt that some participants can be very anxious if they don’t know who their driver is, or if the driver hasn’t contacted them. Since 1/2/26 we have received 87 requests for transport. None have been refused. 10 have been cancelled.

We have a new, Smart phone, which we are far more comfortable using and have programmed in all our drivers and most participants. We found an excellent deal with Tesco's of £9 per month for as many phone calls and texts that we want to make.

We have secured parking 'passes' for all the volunteer drivers at West Suffolk Hospital. For Ipswich Hospital we have to apply for passes on a case by case basis. However, the response is always very timely.

Although we have 21 amazing volunteer drivers and 3 going through the DBS process, there have been occasions in the past month where we have struggled to find a driver. May and June have definitely been holiday time.

We are planning to email all our drivers in the next few days to ask them to clarify which days they can and can't do and when their holidays are. We really don't want to hassle people when they are in Paris or USA!

We have recognised that the contact with participants is very important. Some don't get to talk to many people and me and Janice, the volunteer drivers and the transport service generally, offer a link to the community and somebody to talk to.

In the next month or two, we are hoping to arrange a meet up for all the volunteer drivers, Sally, Janice and me. This will give everyone an opportunity to talk about issues, problems, handy hints and what's going well and to actually meet each other.

Highlights:

We have managed to find drivers for all requested journeys, including weekend appointments.

Problems or Concerns:

When we are short of available drivers we have had to ask some drivers to do more than we would want. All our drivers appear to be very willing when available, but we do not want to exhaust their good will.

One or two participants continue to contact Lynden and Sue if they don't get an immediate response from us.

2 participants have asked that the driver goes to the appointment with them, so that they can update family members about what has happened. We perhaps need to think about this some more, as to whether it is appropriate, or not. One driver was willing to do this. In the other case, the driver did not feel comfortable to be part of the appointment.

Participant Feedback:

Generally the participants express gratitude that we have been able to arrange transport to get them to their medical appointments.

We also know that we are appreciated by one of our more frequent users.

Unfortunately, we have not provided the excellent service we want to on a couple of occasions. One caused frustration for one of our drivers, when 2 drivers were booked for the same journey. The other caused frustration for a participant when we didn't answer the phone on a Sunday and the driver hadn't contacted the person for a Monday journey. Early days!

Looking at the last 2 rounds of invoices February and May the total we received from Participants was £759.42 of which £76.97 was donations so around 10% extra. I think this shows that there are a lot of happy customers out there that really appreciate the service we offer.

