

The role of the driver is to enable Morecare to provide sympathetic transport, financed by voluntary donations to and from medical appointments and for some other journeys, for example visiting a sick relative.

Many clients are elderly and frail and ill and will need to be helped, or to be accompanied by a friend, partner or carer. They may also be nervous about being driven and appreciate a careful approach!

#### The Process:

- ✓ The transport co-ordinator receives a call from a client, and notes details of time, place, duration of appointment etc.
- ✓ S/he then emails drivers, with the relevant details
- ✓ If you are able & willing to do the journey, please reply as soon as possible
- ✓ In some urgent cases, the co-ordinator might telephone
- ✓ If the journey is allocated to you, make sure you have ALL the details you need, as follows:
  - Name, address & phone number of client.
  - Any mobility issues – does the client need physical support or a wheelchair? Is your car suitable?
  - Appointment & pickup times and likely duration of the appointment
  - Location of appointment
  - Current suggested donation for the journey, in case you are asked
  - Any other relevant information – e.g. if the client will be accompanied
- ✓ Telephone the client straight away to introduce yourself and say you will be driving them – at this point you can clarify issues, such as directions to their home
- ✓ Have a fool-proof system for reminding yourself of the appointment!
- ✓ The day before the appointment, ring to reassure the client that you'll be picking them up and confirm the timing
- ✓ Make a note of the mileage for the trip on the travel claim form
- ✓ **Ensure you have a quantity of donation envelopes (available at coffee mornings)**

#### Voluntary Donations

Most clients should offer these in an envelope. If they ask about it, then:

- ✓ See Morecare Claim Form for a guide to voluntary donations
- ✓ **If a client offers a donation without an envelope, please give them an envelope and ask them to put the donation in and seal it – the amount of the donation is of no importance to the driver**
- ✓ **If necessary, write the name of the client, the date of the journey and whether a receipt is required on the envelope**
- ✓ **If no donation or an empty envelope is given, no comment should be made**
- ✓ **If the client is on benefits, s/he may be able to claim the contribution back, this will be ascertained by the Telephone Co-ordinator in which case you may be given a receipt to hand to the client so that s/he can claim the amount back from the NHS**
- ✓ Indicate whether you have received an envelope on your claim form for the treasurer

#### You will need

- ✓ A **valid** current driving licence, current vehicle tax & MOT
- ✓ Appropriate car insurance – do ensure your insurance company is informed of your voluntary driving activity – there should be no extra cost
- ✓ Car Parking Permit – this allows up to 2 hours' free parking in chargeable hospital car parks, e.g. RD&E
- ✓ **Disabled Car Pass – this may be needed if the client is very immobile and the Telephone Co-ordinator will inform you where to pick this up. Morecare has two passes**
- ✓ Envelopes to give to clients and Morecare Claim Form

#### Remember:

- ✓ If the appointment is very long, you may be able to arrange to meet and collect the client later and therefore spend time on your own business/pleasure
- ✓ To safeguard your own health and safety, you should not operate wheelchairs etc, **unless you have undertaken Morecare Wheelchair Training** – at hospitals, there should be trained porters
- ✓ Politely assisting the client, by offering an arm or holding the door, to get into and out of the car, for instance, should present little risk to you or the client - **the client is holding on to you and not the other way round!**
- ✓ For the client, yours may be the only friendly face they've seen for a while...
- ✓ If you have any worries, queries or concerns, do contact the transport co-ordinator or a member of the Morecare Committee

It's a really important service which Morecare provides for, often, vulnerable members of our community. Our clients are generally really appreciative of what we do, so thank you very much for your contribution.