

Pamela Brown [Pam] became involved with the Hospital Transport project in 2015 when she was told how costly it is for a single taxi trip from L&D hospital to LB - £23.00. Pam told her friend in Leighton Buzzard, who was a member of the local PPG Network [Patient Participation Group Network]. At that time the 4 local GP's had strongly reported that it was a serious problem of getting the old and vulnerable to NHS outpatient appointments.

Pam joined the project team to research and establish a facility.

Pam had some experience of a similar facility in the past that was set-up by her parents. Pam managed in compiling the process and procedures to create LBVPT, **Leighton Buzzard Voluntary Patient Transport**.

Public meetings were arranged to gauge public support for such a project. Pam led the presentations and Question and Answers. Pam found and engaged with a financial provider to give us the establishment funds to start the project. We also obtained, and continue to get assistance from the Town Council, Pam persuaded the Town Council, Royal British Legion and Brooklands club, and many others to assist us with free hire. Call handlers and drivers were recruited and training took place. Pam's function was to train the recruited staff in process and procedures regarding patient visits and safety.

She negotiated and created free parking facilities at local NHS hospitals for drivers delivering patients for appointments. Public liability Insurance, DBS checks for staff, Health & Safety, Patient handling training, driver and patient safety were all major considerations before we could commence. She was very involved with this workload prior to our official start-up in April 2016.

A free Mobile phone was provided locally to enable communication between call handler and available driver. Pam continued to monitor the call handling team and train newly recruited call handlers. Presently, LBVPT are taking on average 20 to 25 patients a week to NHS appointments. The local GP s are very supportive and thankful that this service for Leighton Buzzards old and vulnerable patients is no long a problem.

Pam is a very inspiration person with many skills and talents and worthy for her contribution to the people of Leighton Buzzard and villages.

November 2021.

Introduction.

Leighton Buzzard Voluntary Patient Transport (**LBVPT**) provides transport to 6 local hospitals and 20 locations for the elderly and vulnerable who can't get to them without assistance and who don't qualify for NHS help.

Travel to a hospital appointment can be particularly difficult for some elderly or vulnerable adults in our community, especially those who cannot afford a taxi, who find public transport difficult to use or who unable to get lifts, or who simply can't afford.

LBVPT is operated by volunteers and provides a safe and reliable means of transport to our local hospitals for those in need.

About 7 years ago the principal doctors of the 4 Leighton Buzzard GP Surgeries highlighted a serious patient concern - problem. The old and vulnerable were not going to Hospital and NHS outpatient appointments for various reasons. Physical disability, Location, Timing of the appointment, no local Transport, expensive Taxi's, live alone or restricted disposable income.

A team of volunteers, from the PPG Network, got together and arranged public meetings, newspaper inserts, advertised on local Radio, utilised Town Council notices, British Legion and local shop windows requesting involvement from the local community.

Eventually, open for business, April 1st 2016. The process, Call handlers receive a request from a patient, they then find a driver from the availability listing and then confirm the request with the patient.

Drivers will contact the patient, the day before, to confirm the pick-up time, patient will be then be taken to the appointment and if requested, wait with them in reception.

If patients have a problem making a donation, this is acceptable to us. Drivers are paid Out of pocket expenses for fuel. We have parking arrangements with most locations and patients Blue Badges are utilised.

This service is provided by 4 Call handlers and 20 drivers. They are dedicated to proving a volunteer service for the old and vulnerable.

Also, during the recent Virus Covid-19, we provided a totally free collection and delivery daily service for ALL who required this service in Leighton Buzzard.

There is a managing committee of 4, of which I am a Founding member since the start-up.

27th October 2021