

Welcome to the Mere and District Link Scheme

which

- helps people in Mere and surrounding villages who need transport for medical appointments;
- provides a weekly service to collect and deliver medicines from Mere and Silton Surgeries; and
- if resources permit, can arrange hospital escorts and to take people shopping or to local social events.

The Link Scheme is a charity run entirely by volunteers who give their time for free. There is no set charge for using the Link but we welcome donations as we have to raise 45p/mile to cover drivers' cost of fuel and wear and tear on their cars. Any donation you make will help maintain the service. Your driver will give you an envelope for your donation and will pass this on to the Link Treasurer. If you are a tax payer please let us know if you are willing to Gift Aid your donations. The Link Scheme is further funded by the profits from the Mere Literary Festival and donations from Parish Councils.

When you call the link phone number, the phone will be answered in the private home by that week's

volunteer co-ordinator. She will then call round drivers to see who is able to provide your transport and will call you back to confirm the arrangements.

You can help us help you by

- ✓ calling the Link number (01747 860096) between 9am and 5pm on weekdays only; please remember you are calling a private home not an office.
- ✓ giving at least 48 hours notice (not including Saturday and Sunday i.e. a Monday journey needs to be requested by Thursday the previous week) unless, of course, you are given less notice of your appointment by the doctor, dentist or hospital.
- ✓ telling us as soon as you can if your appointment is cancelled or you are not well enough to travel.
- ✓ being polite at all times to the co-ordinators and drivers; and
- ✓ remembering that

- We are not able to take clients' wheelchairs but will usually help with wheelchairs around the hospital depending on the ability and willingness of the driver.
- We are not able to bring people home from hospital on discharge unless by prior arrangement.
- We are only able to transport people who have had a general anaesthetic that day if they are accompanied by an escort.
- We are only able to take under 16yr olds who are accompanied by an adult.
- We are not an emergency service. If the surgery says that you need to go to hospital immediately that is not a Link responsibility.
- Each request is considered on its own merits. Occasionally the co-ordinators will discuss the matter and if they cannot resolve it they seek advice from the management team.

Thank you



MERE AND DISTRICT LINK SCHEME

Charity No. 1062328

PASSENGER INFORMATION NOTE