

# Support to get to your medical appointments in Argyll and Bute

A practical guide for your transport needs



**Marie  
Curie**

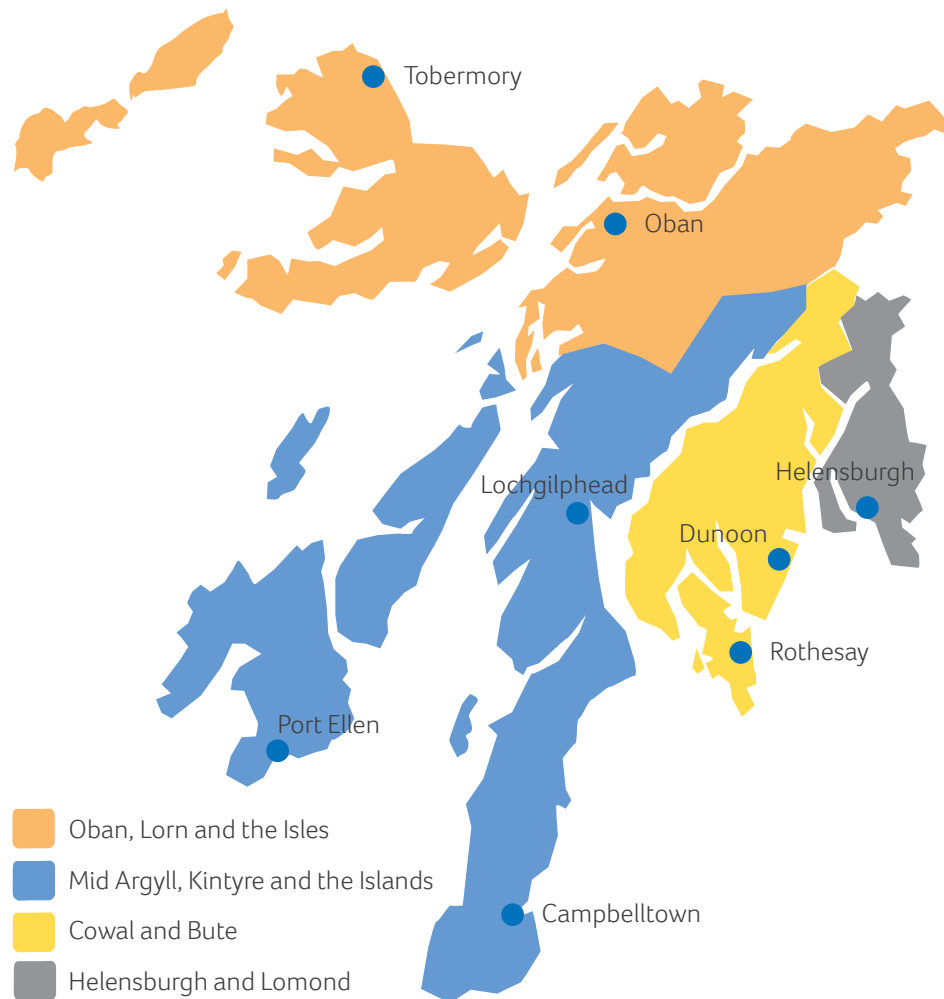
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Care and support  
through terminal illness

## What's this booklet for?

If you live in Argyll and Bute, this booklet contains practical information on a range of support to help you get to your medical appointments, in or outside of your local area.

You'll also find information on community and voluntary transport providers that can help.



## Regions covered

Organisation	Locality	Areas covered
The Scottish Ambulance Service's Patient Transport Service	Argyll and Bute wide	Argyll and Bute
British Red Cross	Mid Argyll, Kintyre and Islay Oban, Lorn and the Isles	Campbeltown to Benderloch, Islay, Jura, Mull, Oban and Lochgilphead, with journeys provided to anywhere in Scotland, as requested
Cowal Hospice Trust	Cowal and Bute	Cowal
Interloch Transport	Cowal and Bute	Cowal, Bute and the surrounding areas
North Ayrshire Cancer Care	Cowal and Bute	North Ayrshire, including the island of Bute
Mid Argyll Transport Volunteers	Mid Argyll, Kintyre and Islay	Inveraray to Clachan, with journeys throughout Mid Argyll and to Oban, Glasgow and Fort William
North Argyll Volunteer Car Scheme	Oban, Lorn and the Isles	The rural areas round Oban including Seil, Luing, Kilninver, Kilmelford, Dalmally, Glenorchy, Innishail, Dalavich, Taynuilt and Kilchrenan (the service does not cover people living in Oban)
Ross of Mull and Iona Community Transport Scheme	Oban, Lorn and the Isles	Ross of Mull and Iona, with occasional journeys to Oban

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## Useful phone numbers

Argyll and Bute Patient Travel  
Administrator: **01546 605 653**

Campbeltown flight coordinator:  
**01586 552 105**

Glasgow Taxis: **0141 429 7070**

Islay or Jura travel coordinator:  
**01496 301 031**

Marie Curie Support Line:  
**0800 090 2309**

North Argyll Carers Centre:  
**01631 564 422**

Scottish Ambulance Service's  
booking line: **03001 231 236**

Tiree flight coordinator:  
**01879 220 323**

Traveline Scotland:  
**0871 200 22 33**

## Help with travel costs and arrangements

### Changing the time or date of your medical appointment

You can always rearrange your medical appointment if the timing makes it difficult for you to attend it because of where you live. Just contact the hospital or clinic to change the appointment to a time that suits you.

To change an appointment, phone the number you've been given in your appointment letter. You should provide them with the following details: your name, address and date of birth; and time and date of the appointment, and why you wish to change it.

You may have to leave a message if no-one is available at the hospital or clinic to take your call. If you need to leave a message, remember to include the information above and your phone number.

### Financial support to cover travel costs

As part of the Patient Travel Scheme, all NHS patients in Scotland are entitled to financial help with their travel costs if they are on certain types of benefits. To find out more about the scheme, please contact the Argyll and Bute Patient Travel Administrator on **01546 605 653**.

Depending on the area in which you live, there may also be specific travel funds available from your local voluntary organisations.

## Highlands and Islands Patient Travel Scheme

If you're a permanent resident living in the NHS Highland area, you can ask for financial support with your travel costs if you live more than 30 miles away from the hospital you are attending, or if you have to travel by ferry.

You'll need to pay the first £10 of your travel cost, which means £10 will be deducted from any claim you make.

### How it works:

- By bus or train: you should submit receipts with your claim.
- By car: you'll be reimbursed at a rate of 13p per mile.
- By taxi: you'll only be reimbursed for the fare in exceptional circumstances or if it's been approved prior to the journey.
- By ferry: depending on the island you live on, there are specific arrangements for ferry travel. People who live on Gigha, Mull, Colonsay, Lismore, Coll or Tiree are issued with a ferry warrant by their GP. People who live on Islay or Jura should contact the travel coordinator on **01496 301 031**. Those living on any other islands should make their own arrangements and their travel costs will be reimbursed.

## Cherish Transport Fund in North Argyll

The Cherish Transport Fund helps those with health conditions and their carers, across North Argyll and the Islands, to access comfortable and appropriate transport.

The fund has supported people in a number of ways, including helping people to get to hospital at short notice and enabling carers to visit those they support in hospital/care settings.

To find out more about the Cherish Transport Fund, contact Jim Bowers at North Argyll Carers Centre on **01631 564 422**.

Please note: This transport fund does not replace existing hospital transport services or local volunteer car schemes.

## The Scottish Ambulance Service's Patient Transport Service

If you need help from ambulance staff or have a medical condition that prevents you from travelling to hospital without using an ambulance, the Scottish Ambulance Service may be able to help. They may also be able to provide ambulance transport if you're attending hospital for a treatment that may cause side effects that need ambulance care on your return journey.

A Scottish Ambulance Service staff member will assess what your needs are to find out whether you need ambulance transport and how they can help you.

For more information, contact the Scottish Ambulance Service's booking line on **03001 231 236**.

### Community and voluntary transport providers

There are a number of community and voluntary transport providers across Argyll and Bute – you'll find them listed in the following pages according to the areas that they cover.

If you have difficulty getting to your medical appointments, these providers may be able to help depending on your circumstances and where you live.

## British Red Cross

**Areas covered:** Campbeltown to Benderloch, Islay, Jura, Mull, Oban and Lochgilphead, with journeys provided to anywhere in Scotland, as requested

The British Red Cross provides transport to hospital and surgery appointments, as well as social work visits, on any day of the week.

This service is provided on a one-to-one basis, and in most cases, from your front door to where you need to get to. If needed, a volunteer can also go in with you to your appointment and any information shared about you will be kept confidential.

Transport to social events and other activities such as shopping and hairdressing are provided for on an individual basis, whenever a volunteer and vehicle are available at the time they are needed.

If you need transport in your wheelchair, you can ask about the British Red Cross minibus. However, the buses are not able to transport stretchers or oxygen tanks. If you're poorly, you may also be asked to bring a family or friend to go with you.

### What are the costs?

- 50p per mile for non-medical trips in a volunteer's car.
- £10 patient charge for longer hospital journeys (for example, to Glasgow).
- The British Red Cross will claim the rest of the cost from the Highlands and Islands Patient Travel Scheme on your behalf.
- This service is free for those on income-based benefits. You'll need to provide proof to qualify.

### Who is eligible for this service?

- People living by themselves and do not have friends or family to help.
- People not on public transport routes.
- People experiencing a crisis.

### Who do I contact for more information?

Bruce Johnston, Service Coordinator  
Phone: 01546 602 386  
Email: BJohnston@redcross.org.uk  
redcross.org.uk

## Cowal Hospice Trust

**Areas covered:** All of Cowal to local hospital appointments and all NHS Greater Glasgow and Clyde hospitals

Cowal Hospice Trust's Patient Car Transport Service provides transport for people living in Cowal to hospitals in Glasgow, Greenock or Paisley for admission, discharge, treatment or outpatient appointments.

### What are the costs?

Free of charge.

### Who is eligible for this service?

People living with a life limiting illness who are able to get in and out of a car unaided and well enough to travel by car. Referrals should be made by General Practitioners/Community Nurses & Macmillan Clinical Nurse Specialists.

### Who do I contact for more information?

Moyra Shearer, Transport Coordinator  
Phone: 07726 390132

## Interloch Transport

Areas covered: Cowal, Bute and the surrounding areas

Interloch Transport provides a fully wheelchair accessible community transport service. They offer transport, one-to-one assistance throughout the journey as needed, and help with delivering shopping and prescriptions to people who are housebound.

Common trips provided by Interloch Transport include taking people to their medical appointments, social appointments such as lunch clubs, and for their weekly shopping trips.

Most hospital journeys are to Dunoon and Bute, with trips to Inverclyde also provided depending on availability.

### What are the costs?

Fares are charged based on the distance travelled. Shopping and prescription delivery charges also apply. Please contact the office directly for up-to-date fares.

### Who is eligible for this service?

- People in need of transport support because of their age, medical condition or disability (mental or physical) or financial situation.
- People living in areas where there's a lack of suitable public passenger services.

### Who do I contact for more information?

Christine Reilly, Office Manager  
Phone: 01369 840 474  
Email: [info@interlochtransport.com](mailto:info@interlochtransport.com)  
[interlochtransport.com](http://interlochtransport.com)

## North Ayrshire Cancer Care

Areas covered: North Ayrshire, including the island of Bute

North Ayrshire Cancer Care provides transport to people with cancer living in North Ayrshire and on Bute. They will pick people up from, and return them to, the ferry terminal on the mainland (Wemyss Bay) in a private car. Transport is provided to any Ayrshire hospitals and beyond, if necessary.

Usually you will be the only passenger in the car so there will be room for a friend or relative to accompany you if you wish – please check first with the transport coordinator when you book.

### What are the costs?

Free of charge.

### Who is eligible for this service?

People with cancer living in North Ayrshire or on Bute.

### Who do I contact for more information?

Tommy McNamara, Transport Coordinator  
Phone: 01294 552 223  
Email: [enquiries@northayrshirecancercare.org](mailto:enquiries@northayrshirecancercare.org)  
[northayrshirecancercare.org](http://northayrshirecancercare.org)

## Mid Argyll Transport Volunteers

Areas covered: Inveraray to Clachan, with journeys throughout Mid Argyll and to Oban, Glasgow and Fort William

Mid Argyll Transport Volunteers is a voluntary car scheme. The scheme provides transport for health and social work visits, social events and activities such as shopping and hairdressing – all catered for based on an individual basis. Transport for social activities is not available on weekends.

### What are the costs?

£3 minimum charge, and up to £50 for Glasgow (you can claim up to £40 back from the Highlands and Islands Patient Travel Scheme). £5 for 30 miles. £30 to Oban.

### Who is eligible for this service?

- People aged 60 or over.
- People over 18 years old with a disability.

### Who do I contact for more information?

Joan Robertson, Coordinator  
Phone: 01546 603 364

## North Argyll Volunteer Car Scheme

Areas covered: The rural areas round Oban including Seil, Luig, Kilninver, Kilmelford, Dalmally, Glenorchy, Innishail, Dalavich, Taynuilt and Kilchrenan (the service does not cover people living in Oban)

North Argyll Volunteer Car Scheme provides transport in the rural areas around Oban for people to go to their hospital, GP and dentist appointments, as well as for shopping, the hairdresser's or social activities.

### What are the costs?

30p per mile, with a minimum charge of £1 and a maximum charge of £7.50 for Seil, Kilmelford and Taynuilt. £8.50 for Dalmally.

### Who is eligible for this service?

- People without access to a car or are unable to use public transport because of their health or other problems. As all the volunteer drivers are over retirement age, they're unable to help people with wheelchairs or other medical equipment.
- People must register for this service before use by contacting the coordinator.

### Who do I contact for more information?

Caroline Gillanders, Coordinator  
Phone: 01852 200760  
Email: carolinenavcs@gmail.com

## Ross of Mull and Iona Community Transport Scheme

Areas covered: Ross of Mull and Iona, with occasional journeys to Oban

Ross of Mull and Iona Community Transport Scheme provides transport for people to get to their doctor, dentist or hospital appointments (in Craginure and the mainland).

They can also help with transport to the shops and church, and for social visits and community events, in their seven-seat wheelchair accessible car. A 16-seat minibus is available for hire by community groups.

### What are the costs?

- There are set costs for some journeys. They range from £1 to £20, depending on the distance travelled. For example, Bunessan to Fionnphort costs £3.50 and Ross of Mull to Craginure costs £20.
- All other journeys are calculated at 30p per mile.
- The minibus costs £30 (excluding fuel) for up to four hours and £60 (excluding fuel) for up to 24 hours.

### Who is eligible for this service?

- All community groups, individuals, school clubs, the elderly and vulnerable individuals.
- It's also available to anyone if public transport is not suitable or unavailable for their journey.

## Who do I contact for more information?

Rob Jones, Treasurer

Phone: 01681 700 790 or 07831 321036

Email: [treas@romicts.org.uk](mailto:treas@romicts.org.uk)

## Further travel information

### What if I have to take a flight to Glasgow?

Flights can only be authorised by your GP or hospital consultant if your medical condition or disability warrants it, or if the overall cost of the trip is less than if other means of transport and accommodation are used.

An NHS staff member can make your flight booking for you. You can discuss it with the Argyll and Bute travel administrator on **01546 605 653**.

To make a flight booking for the following airports, you can contact the numbers below:

Campbeltown: **01586 552 105**

Islay and Jura: **01496 301 031**

Tiree: **01879 220 323**

### What happens when I get to Glasgow for my medical appointment?

Getting to your appointment when you arrive in Glasgow will depend on your method of transport from Argyll and Bute and where you need to go to.

### If you're travelling to the Queen Elizabeth University Hospital:

The NHS Greater Glasgow and Clyde website has lots of information about getting to the Queen Elizabeth University Hospital, including details on bus, rail and subway links.

If you travel into Glasgow Airport, First Glasgow's Hospital Connect service 77 bus leaves from Stance 6. (Please note: Not all 77 buses leaving from the hospital will return to Glasgow Airport. Please check the latest timetable for more information.)

Several buses leave from Glasgow City Centre. Please visit [spt.co.uk/bus/accesstohealthcare](http://spt.co.uk/bus/accesstohealthcare) for more information.

### If you're travelling to The Beatson West of Scotland Cancer Centre:

The Beatson is located within Glasgow's Gartnavel Campus. The Citylink Campbeltown-Glasgow 926 bus and Citylink Oban-Glasgow 976 bus stop on Great Western Road outside Gartnavel Campus, before continuing the journey into Glasgow City Centre.

You can also make your return journey from this stop. Please visit [citylink.co.uk](http://citylink.co.uk) for more information.

### Planning your journey

You can plan your journey and see other transport options by calling Traveline Scotland on **0871 200 22 33** or using the Journey Planner on their website at [travelinescotland.com/journeyplanner](http://travelinescotland.com/journeyplanner)

### Travelling by taxi

Please remember that travel by taxi will only be reimbursed in exceptional circumstances and should be approved before the journey is taken.

If you need to use a taxi, there are taxi ranks at Glasgow Airport, Buchanan Bus Station, Glasgow Central station and Glasgow Queen Street station.

You can also contact Glasgow Taxis on **0141 429 7070**.





We hope you find this booklet useful.  
To provide feedback on this booklet  
please contact:

Argyll and Bute Lead Nurse  
Aros  
Lochgilphead  
PA31 8LB  
Phone: 01546 605645

For more information about  
Marie Curie please go to  
**[mariecurie.org.uk/help](http://mariecurie.org.uk/help)** or call the  
Marie Curie support line  
on **0800 090 2309\***

\*Monday to Friday 9am to 5pm

All information is correct at time of  
publication.

Booklet date: January 2016  
Review date: January 2018

We're here for people living with any terminal  
illness, and their families. We offer expert care,  
guidance and support to help them get the  
most from the time they have left.

**[mariecurie.org.uk](http://mariecurie.org.uk)**



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