



Community Ring & Ride Service

Providing assistance for travel to GP Appointments, Hospital Appointments and other Health related Appointments

The Flintshire operated Ring and Ride Service is a pre-bookable, demand responsive transport service providing accessible door-to-door transport to Flintshire residents for NHS medical appointments, who are unable to use ordinary public transport services (bus, rail) or do not have access to alternative transport arrangements for travel to and from medical appointments within Flintshire, and/or to nominated out of county hospitals i.e. Ysbyty Glan Clwyd, Bodelwyddan, Wrexham Maelor Hospital or Countess of Chester Hospital.

The service will provide assistance in travelling to:

- GP Appointments • Hospital Appointments • Other Health Related Appointments

The service is open to:

- **Registered members** of the scheme only
- An annual subscription **fee of £15** will apply (payments can be made by telephone or by cheque made payable to Flintshire County Council).
- A **minimum charge of £2.50** applies for all journeys **not exceeding five miles** and **all journeys exceeding five miles** are subject to the **minimum charge of £2.50 plus a charge of 50 pence per mile**.
- A charge may be made for waiting time (For each 1 minute or uncompleted part thereof £0.20 per minute)
- Waiting time for 1 hour - £12.00
- No charge is made for guide dogs

Passengers are requested to:

- Give at least 24 hours' notice of individual journeys, (however we will try to accommodate journeys at shorter notice where possible).

At initial registration, members will also be required to answer the following questions in order to meet the criteria to use the service:

- Where do you live?
- Where are you wanting to travel to?
- What is the purpose of the journey?
- Is this the first time you have had to make this journey?
- Do you have a car or access to a car?
- Are you able to use bus services?
- If you are going to hospital for an appointment, might you be eligible to use the Welsh Ambulance Service Patient Transport Service?

Example journey costs are for the following return journeys are:

Higher Kinnerton to Hope Medical Centre **£3.50**

Llanfynydd to Wrexham Maelor Hospital **£6.20**

Northop Hall to Bradley Medical Practice in Mold **£4.90**

Whitford to Holywell Community Hospital **£3.50**



701234 (between 9.00am and 5.00pm Monday-Friday)

Registration E-Form

Application date: _____

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Mobile Number: _____

What difficulty do you have using normal public transport? Please tick one box.

Can't complete journey / stamina Can't get on / off transport

Can't get to / from transport Fear / anxiety

What is your main disability? Please tick one box.

Arthritic / Rheumatoid Learning / Behavioural

Sensory Cerebral / Neurological

Limb Disfunction Short Term Illness

Frail / Elderly Long Term Illness

Fear / Phobia Heart / Respiratory

N/A or None

Do you use a wheelchair? Yes No

Can you transfer to a seat? Yes No

Can you use a taxi? Yes No

If yes, please indicate wheelchair type:

Electric Manual Folding

Other _____

Name of emergency contact person (neighbour / relative): _____

Telephone Number: _____

Do you have a bus pass? Yes No

Type of bus pass:

60 and Over Welsh Concessionary Travel Card Bus pass number: _____

Disabled Person's Welsh Concessionary Travel Card Bus pass number: _____

If you don't have a bus pass, you may still be eligible to use the Community Ring and Ride service if you're an eligible disabled person and your primary residence is in Flintshire. You're eligible if you:

- Have a high enough level/award on state benefits such as PIP and DLA, or from the Veterans UK or MOD
- Registered blind or severely sight impaired (with the appropriate evidence to confirm this)
- Are profoundly or severely deaf
- Are without speech
- Have a disability, or have suffered an injury, which has a substantial and long-term effect on your ability to walk
- Don't have arms or have long-term loss of use of both arms
- Have a learning disability
- Would be refused a driving licence under Part III of the Road Traffic Act 1988 pursuant to section 92 of that Act (physical fitness)
- Are seriously injured armed personnel or veterans who fall within the above categories of disability

The application can be processed fastest if you can provide proof of State benefits such as your PIP or DLA.

Eligibility Process for Booking Journeys – Contact Centre

Are you registered for the Community Ring & Ride Scheme?

[check that the individual is registered for the scheme and note the registration number]

Where do you live?

[check that they live within designated area for the service i.e. primary residence in Flintshire]

Where are you wanting to travel to?

[check that the place is one of those covered under the scope of the service:

NHS medical centre, health centre, GP surgery, clinic, NHS dentist, community hospital in Flintshire

Out of county hospitals – we only serve the following three hospitals:

Ysbyty Glan Clwyd Hospital in Bodelwyddan, Wrexham Maelor Hospital and the Countess of Chester Hospital]

We do not serve any other facilities out of county.

What is the purpose of the journey?

[check that the journey being made is for a medical purpose, such as a GP appointment, tests, treatment]

Is this the first time you have had to make this journey?

[If no - How did you make the journey last time? Why couldn't the same method be used this time?]

Do you have a car or access to a car?

[If yes - Why can't you make this journey by car? For example, treatment might mean that wouldn't be fit to drive]

Are you able to use bus services? What difficulty do you have using normal public transport?

[If no - What prevents you from using the bus?]

[If yes - Could you use the bus for this journey?]

[Check that the journey is not possible due to the unavailability of a bus service, change of several buses is necessary, too far to the nearest bus stop]

[For those attending hospital for an appointment]

If you are going to hospital for an appointment, might you be eligible to use the Welsh Ambulance Service Patient Transport Service?

[If yes - Why are you not using the Patient Transport Service?]

[If no, check why they think they would not be eligible]

[If don't know, suggest they ask GP or hospital whether might be considered eligible]

Do you use a wheelchair? [If yes, please can you tell me the wheelchair type? Electric / Manual / Folding]

Can you use a taxi? Can you transfer to a seat?