

Important Information

Please note that the Volunteer Driving Service is to be used for patients with no alternative means of transport, other than ambulance.

As we are sure you will understand, we are not able to provide the service to every cancer patient, nor does every patient need this type of help.

We have a limited number of drivers available and would be unable to help those patients in real need if they were being used elsewhere.

If you have any questions regarding this service, please do not hesitate to contact us and please return all referral forms to Morag Chambers, Volunteer Co-ordinator at Ulster Cancer Foundation, 40-44 Eglantine Avenue, Belfast, BT9 6DX.

**Morag Chambers
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Transport Service for Cancer Patients



To benefit those cancer patients travelling to and from Hospital Appointments in Northern Ireland who have no access to their own transport

Ulster Cancer Foundation Driving Service

Aim

To provide an effective free transport service for cancer patients in Northern Ireland who for reasons of health, finance or personal circumstance, have no access to their own transport and have a short term need to travel to **cancer-specific medical appointments**.

Rationale

Many cancer patients have difficulty travelling to hospital appointments for various reasons. For example, they may not be able to afford travel, they may be too frail to use public transport or drive themselves, or they may have no-one available to drive them.

If the patient has to share hospital transport, their appointment day may take much longer as they will be waiting on other patients. For patients who are already feeling unwell and fatigued, this experience just adds to the trauma and prolongs recovery.

The need for this service has been identified by UCF in consultation with patients, social workers, Macmillan Nurses, Specialist Cancer Nurses and District Nurses.

How Will the Service Work?

This service is for those people who don't have access to other forms of transport.

The Ulster Cancer Foundation is not able to provide the service to every cancer patient, nor does every patient need this type of help.

Clients must be eligible to receive transportation and can only be registered with the service by a Health Care Professional or Social Worker using the enclosed referral form.

The service will be managed and co-ordinated by the UCF Volunteer Co-ordinator who will contact clients to arrange for their transport needs, once they have been registered.

From thereon the service will operate like a taxi service and requests for transport will be pre-booked through the UCF.

All drivers undergo a comprehensive recruitment screening and training process before taking part in the service.

How can patients access the Service?

Patients can only register for the service through a Health Care Professional or Social Worker who can identify the need. A referral form **must** be completed for each patient and additional forms can be obtained from UCF using the contact details included in this leaflet.

Additional Information

- Journeys will always be booked through designated UCF Staff - never through drivers.
- If a client wishes to bring a companion they must arrange this when they book the journey.
- If medical staff decide that a client needs an escort, then the client cannot travel alone.
- Drivers will be informed of any escorts/companions in advance and can refuse to take unanticipated companions.

Confidentiality

Confidentiality will be strictly maintained in accordance with UCF Confidentiality Policy and volunteers are required to sign a Confidentiality Statement.