



Our Commitment

The evening visitor transport service aims to provide a service that meets the highest possible standards. We will endeavour to ensure that:

The service is fully accessible and all our vehicle are maintained to the highest possible standard

You arrive at your destination on time

All staff are courteous and treat you with respect

If our service falls below these standards we want to know. You can suggest improvements or make a complaint by contacting **0141 778 2042**. Alternatively, you can write to us at:

**Mr Graham Dunn,
c/o Strathclyde Partnership for Transport,
Consort House,
12 West George Street,
Glasgow,
G2 iHN**

Although we aim to provide a service to all of the hospitals mentioned in this leaflet, Community Transport Glasgow and its partner transport operators reserves the right (in conjunction with NHS GG&C) to amend the eligibility criteria and limit use to ensure fair and equitable access to the service. This may include restriction on distance, hospitals visited, and numbers of passengers. Any changes to the eligibility criteria will be made clear at the time of booking.



BOOKING HOTLINE

0845 128 4027

Evening Visitor Transport Service



Hospital Visiting made easier...

In October 2006, a ground breaking hospital evening visitor transport scheme was launched for residents of Glasgow City. This scheme has now been extended to cover residents in Renfrewshire, East Dunbartonshire and Cambuslang & Rutherglen.

The hospital evening visitor transport service is available to anyone who lives within these boundaries. However, priority will always be given to visitors wishing to travel to their nearest hospital, to older people (over 60), people living with a disability or those in receipt of benefits (criteria is subject to change).

How to book

Booking the service couldn't be easier. For transport to your nearest hospital you will need to get in touch by telephoning the booking hotline 0845 128 4027. You can book between 1.00pm – 4.00pm (Monday-Thursday) and between 1.00pm – 3.30pm on Fridays. For transport to other than your nearest hospital please call the booking line after 3.00pm.

When you call you will need to register. You will be asked for information to help us to make sure that people who really need the service are given priority. All information will be treated in the strictest confidence and in compliance with the Data Protection Act. You will need to tell us where you live, what hospital you wish to visit and what time visiting begins and ends. Your pick-up will be confirmed by telephone. You will be collected as near as possible to your front door. Provided you are visiting your local hospital you can book transport up to one week in advance. This is because we wish to ensure that those who most need this service have the opportunity to use it.

Eligibility

Visiting loved ones in hospital is not always easy, particularly for older people, people living with a disability or those on a low income. The hospital evening visitor transport service makes it easier. Here we explain how it works and how you can access the hospital evening visitor transport service.



'This service has been a lifeline to us'


Stobhill Hospital 

Victoria Infirmary 

Royal Alexandra Hospital 

Western Infirmary 

Glasgow Royal Infirmary 

Southern General Hospital 

Gartnavel General Hospital 