

# Age UK Cornwall & Isles of Scilly Celebrating 15 years of TAP



## 15 years and still going strong!

On the 10th October 2017 we celebrated **15 years** of delivering transport services throughout Cornwall & South Devon.

We held a small celebration in our Transport office and want to take this opportunity to formally thank our **amazing volunteers, staff & service users** that continue to make TAP a success.

The transport team **always go above and beyond** what is expected from them, and the amount of **support we provide** to isolated individuals in Cornwall, Devon & The Isles of Scilly is inspiring. None of this would be possible without our **fantastic volunteer drivers** who provide safe, coordinated, friendly, cost effective transport for everyone in the community.

In the **last 2 years** TAP have completed **206,463 journeys** covering **4,644,090 miles**. That is enough to go to the moon and back nearly 10 times!



## What is TAP ?

Transport is an **essential requirement for people** in Cornwall, especially as we are primarily a rural community. Transport Access People (TAP) is a subsidiary company of Age UK Cornwall & The Isles of Scilly and **provides community transportation all around Cornwall, the Isles of Scilly and South Devon.**

**TAP arranges transport** for people who have non-emergency **healthcare appointments**, have difficulty accessing **public transport**, and for organisations and groups to attend **social activities**, such as **memory groups, lunch clubs, shopping excursions and meeting friends.**

## Important Update on Eligibility Criteria

A number of people who are considered to be 'frequent users' of transport to and from Royal Cornwall Hospital Trust have recently received a letter from the NHS KCCG. This letter outlines **changes to the current eligibility criteria** that determine which patients are entitled to **free transport for non-emergency appointments.**

After receiving a **worrying number of calls into our Transport office**, it seems that people have had little to no warning, or were unaware of the **eligibility criteria changes.**

Anyone affected by these changes will be understandably anxious about how they will manage their **regular & one-off transport** for non-emergency appointments.

TAP and Age UK Cornwall & The Isles of Scilly are here to help with the practical issues, by offering our **voluntary car service** for individuals who require transport solutions.

**If you have concerns about any of the above, please contact:**

## TAP (Transport Access People)

If **you require transport**, and have been informed by the NHS that you have to pay for your journey, **please contact 01872 223388 (TAP)** - we can provide you with information on cost and shared journeys, which could reduce your fee.

# TAP | TRANSPORT ACCESS PEOPLE