

# How your Transport helped me

Edith's Story



*"Your driver was always kind, caring and considerate. He helped me relax during a difficult time - I cannot thank him and your hospital transport team enough"*

*Edith*



*Edith was referred to our supported travel services by an Age UK Cornwall social prescriber, on 15th November 2020. Since then, we have been taking regular bookings for her Oncology appointments. Edith is 79 years old and lives alone, with no immediate family, in the Bodmin area. This is Edith's Story. Written in her own words*

## ***Edith's Story | The Biggest Step***

Initially, a nice young social prescriber, called Jo, put me in contact with TAP (Transport Access People) as I was feeling less confident on my feet and had been struggling to access bus routes since the first lockdown.

I have always been fairly confident, I am actually quite headstrong, but **ever since the pandemic hit, I have become more hesitant and have seen a deterioration in my own health and general wellbeing.** I know that I must go to my Oncology appointments, but I was so scared and struggling to face them - especially with so many mixed messages in the media. So, perhaps the biggest step for me, was that first one, just outside my own front door.

*"I get by with technology - but after a quick call to Age UK Cornwall - I was able to order my food shopping. I can even read books online now!"*

## ***Making Contact***

All it took for me to feel a little more confident was a phone call. I spoke to a nice young gentleman in the transport office, who was down to earth and able to explain how the trip works - I couldn't believe that Volunteers were able to provide a service straight from my front door to Treliske & then back again.

He also mentioned how all drivers would wear PPE for journeys and asked if I had any difficulties getting in and out of a vehicle - I explained that I was a little unsteady on my feet but could still get up and down fine. **He reassured me further and said that the driver would be there to lend a helping hand, should I need it.**

*"All the volunteer drivers at TAP are brilliant, thoughtful and extremely kind."*



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## ***Becoming a Regular Thing***

I was a little apprehensive during my first trip to Treliske. I must have called, at least, half a dozen times - checking whether everything was going ahead and if the driver was still coming. I shouldn't have worried, as Colin (my driver) arrived early. Just like the young gentlemen in the Transport Office, he was helpful, a good listener and assured me that he would be right there waiting for me after my treatment had finished.

I must admit, I wasn't feeling my best after my treatment, but just like he promised, Colin was there waiting for me - I cannot tell you what a relief it was to see a smiling face and get home safely.

Since that first journey, unfortunately, I have needed many more. Some trips have been with Colin, some have been new faces, **but whoever the volunteer was, I got treated with respect, patience and kindness - I really cannot wish for more.**

## ***Giving me Confidence***

Over time, the team of Volunteers from TAP and Age UK Cornwall, have introduced me to all sorts of support. From Cancer support groups to mobility classes to improve my strength - **each recommendation seems to be better than the last one.**

I would be telling a little fib if I said that I tried out every recommendation, but one or two have stuck with me and I fully intend to continue them for as long as I can.

I am really looking forward to the falls prevention classes in July and the regular Age UK Cornwall community vehicle, which drops off my papers, magazines and prescription, has been a real lifeline.

**I cannot thank Colin, your amazing volunteers and your transport team enough. This journey has been made all the easier because of the care you provide.**

## ***Find out more***

If you would like to book transport or find out more about our other services, please contact the TAP Helpline on **01872 223388**

