

# Volunteer Transport

## Good Neighbours

This scheme is run by a team of volunteers and will transport patients living in Verwood, Three Cross and Woodlands to their medical appointments.

A minimum of 3 days and no more than 3 weeks' notice for a booking is required. You may take someone with you to assist.

Their phone line is open 1000 - 1200 hrs - Monday to Friday, but if a message is left outside of these hours then the call will be returned.

 **07593 373580**

They ask for the following donations which are subject to review with the increase in fuel charges:

Journey to Lake Road and return - £5

Journey to Bournemouth Hospital and return with a 2 hour wait £15 (£30 if a double journey by volunteer is required).

Journey to Poole Hospital and return with a 2 hour wait £18 (£36 if a double journey by volunteer is required).

Bookings also taken for Christchurch Hospital, Shelley Road clinics, Salisbury Hospital, Southampton Hospital and private hospitals in the area. Please phone to discuss donation.

# Patient Transport

## PTS

This is run by E-Zec and free for those who are eligible. Transport is for hospital appointments only.

- Recognised disability - unable to travel by any other means
- Finds it difficult to walk or mobilize
- May need additional support during journey ie requires 24/7 oxygen or requires to lie down for journey.

 **Bookings - 01278 727457**

 **Enquiries - 0300 777 6666**

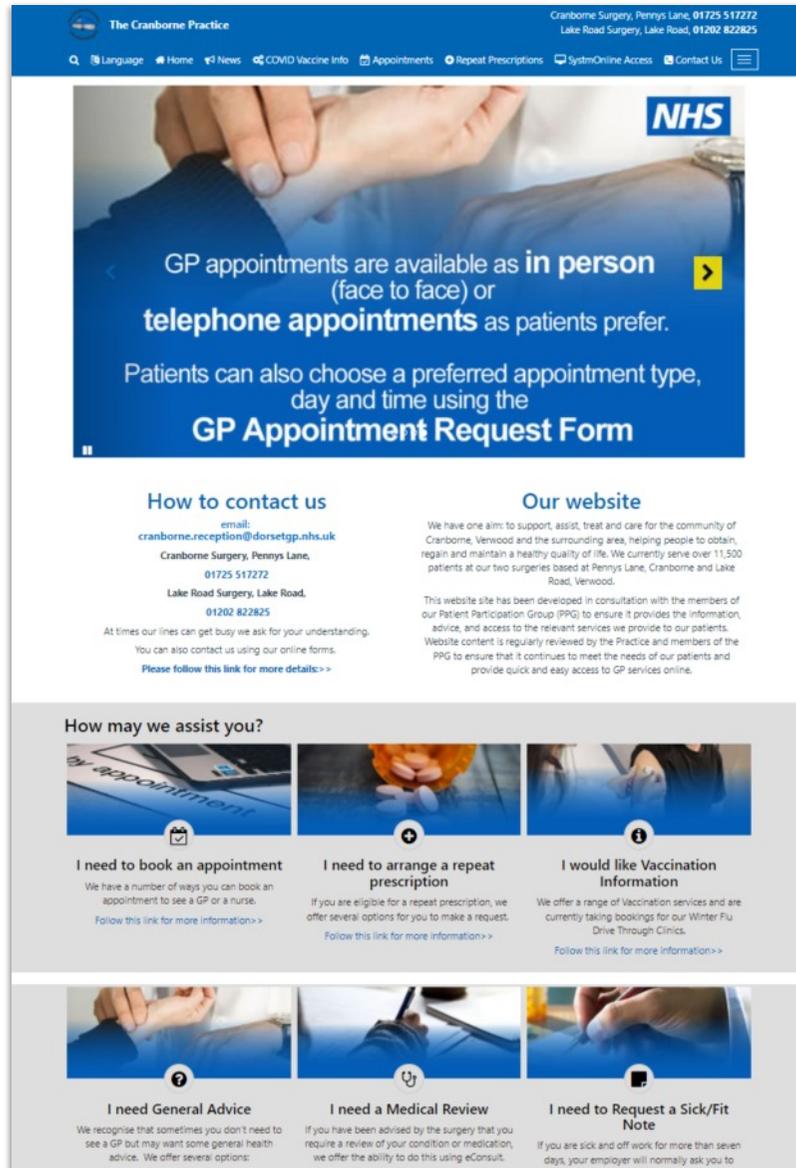
## Financial Assistance

If patient is not eligible for PTS and is on income support or tax credit, then they may be able to claim through the Healthcare Travel Cost Scheme for transport to and from NHS appointments.

 **Information line - 0300 330 1343**

**Note that bookings CANNOT be made through the surgery - please use the telephone numbers above.**

Did you know you can access GP services online?



The Cranborne Practice  
Cranborne Surgery, Pennys Lane, 01725 517272  
Lake Road Surgery, Lake Road, 01202 822825

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**NHS**

GP appointments are available as **in person** (face to face) or **telephone appointments** as patients prefer.

Patients can also choose a preferred appointment type, day and time using the **GP Appointment Request Form**

**How to contact us**  
email: [cranborne.reception@dorsetgpp.nhs.uk](mailto:cranborne.reception@dorsetgpp.nhs.uk)  
Cranborne Surgery, Pennys Lane,  
01725 517272  
Lake Road Surgery, Lake Road,  
01202 822825  
At times our lines can get busy we ask for your understanding.  
You can also contact us using our online forms.  
[Please follow this link for more details>>](#)

**Our website**  
We have one aim: to support, assist, treat and care for the community of Cranborne, Verwood and the surrounding area, helping people to obtain, regain and maintain a healthy quality of life. We currently serve over 11,500 patients at our two surgeries based at Pennys Lane, Cranborne and Lake Road, Verwood.  
This website site has been developed in consultation with the members of our Patient Participation Group (PPG) to ensure it provides the information, advice, and access to the relevant services we provide to our patients. Website content is regularly reviewed by the Practice and members of the PPG to ensure that it continues to meet the needs of our patients and provide quick and easy access to GP services online.

**How may we assist you?**

- I need to book an appointment**  
We have a number of ways you can book an appointment to see a GP or a nurse.  
[Follow this link for more information>>](#)
- I need to arrange a repeat prescription**  
If you are eligible for a repeat prescription, we offer several options for you to make a request.  
[Follow this link for more information>>](#)
- I would like Vaccination Information**  
We offer a range of Vaccination services and are currently taking bookings for our Winter Flu Drive Through Clinics.  
[Follow this link for more information>>](#)
- I need General Advice**  
We recognise that sometimes you don't need to see a GP but may want some general health advice. We offer several options:
- I need a Medical Review**  
If you have been advised by the surgery that you require a review of your condition or medication, we offer the ability to do this using eConsult.
- I need to Request a Sick/Fit Note**  
If you are sick and off work for more than seven days, your employer will normally ask you to

[www.thecranbornepractice.co.uk](http://www.thecranbornepractice.co.uk)



# Transport assistance

For our patients who do not have transport or cannot drive through illness or injury.



For patients living in Verwood, Three Cross and Woodlands.