

	2019	2014
Number of forms sent out	512	397
Number of completed forms received	367	225
Percentage response	71%	57%

Included below is a selection of comments from customers.

Recurring positive themes:

- drivers kindness;
- politeness;
- their reliability;
- the fact drivers stay with users;
- a reduction in stress levels for the customer.

Recurring negative themes:

- not enough drivers;
- the need for longer hours.

Comments:

Negative comments:

- I understand the difficulty recruiting voluntary drivers, but you could do with a few more.
- I live in Militia Way and I'm on Pension Credit. However, I do not have a car or transport. My surgery suggested I call this service. It took a few phone calls to acquire the correct number. My surgery had the wrong number. Most confusing.
- I gave the address and full postcode but kept getting phone calls and messages left asking for the location and how to get there.
- The manager needs to be aware of customers needs.
- Your car scheme would be very useful if Friday, Saturday evenings and throughout the week up until say 7-8pm. Considering the service buses don't operate after 6pm for people coming off the trains and people have a meal in Ely etc.
- It is hoped replacement drivers can be recruited and when current ones have to give up.
- Cost of journey is enough but some drivers expect (accept), cup of coffee and tip which makes it expensive trip despite its value to patients.
- Explain this is a CASH transaction. Some drivers just dump you at home whereas John (Wicken), made sure I had key and walked me to door.

Positive comments:

- This scheme is a lifesaver for me! Having had to give up my car 3 years ago (health reasons) when I moved to Ely. I found the hospital I had to use was so far away and almost impossible to get to. Thank you, thank you, thank you!
- I find staff and drivers extremely helpful and efficient. The service is a great boon to me due to my increasing lack of mobility. Drivers are not only competent but so kind - they go that extra mile as do the office staff. Pleasant conversation during drives is an added bonus.

- As a non driver who has regular hospital appointments and can't use public transport I find this door to door service provided invaluable and stress free. Public transport before 9am is a nightmare!
- The car scheme made a very stressful time easy and stress free and was very much appreciated. All staff very friendly and efficient.
- Office staff do everything in their power to accommodate my needs even when I contact them at short notice. All your drivers make sure I know how to find the department I need, if I don't they escort me. You are giving a much needed service. Thank you to all your volunteers.
- The service enables my mother to get to her day centre and to be with other people.
- You are all amazing without you I could not do my hospital appointments so thank you for your help.
- I am thankful to all the volunteers who give their time for this service, especially my driver who is so kind and helpful. This service is wonderful and I rely on it completely.
- For hospital appointments it is good to have drivers who can enjoy having a conversation it has a calming effect and it is reassuring to know that they are ready to take one home when the appointment is over.
- I only use this service for my own benefit occasionally but it is a vital service for me as regards my husband going to his weekly exercise class and I get some respite. I am a full time carer for him.
- Very good service don't know what I would do without it, live alone very nice to have someone accompany and wait on occasions - been using 10 years.
- Michael, our driver is fantastic. David would not be able to go out and have a social life without your support. The service has also been vital for us as carers, as it gives me time alone to recuperate and social time alone. Thank you.

A summary of the responses in chart form is shown below.

Q1) How did you hear about the Social Car Scheme?

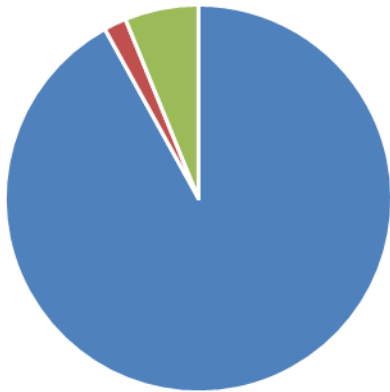
Question 1



- leaflet
- Health worker
- Library
- Radio/website
- Doctor
- Word of mouth
- Friend/relative
- Newspaper
- Club/day centre
- Other

Q2) How did you contact us?

Question 2



■ Phone ■ Other ■ Called into office

Q3) When you contacted our office, how helpful were the staff?

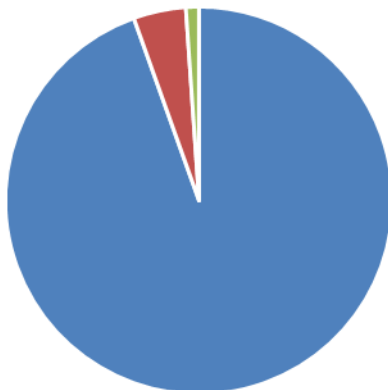
Question 3



■ Very
■ Quite
■ Not very
■ Unhelpful
■ N/A (when did not directly contact the office, e.g through a friend)

Q4) Was the service we provide and out costs clearly explained to you?

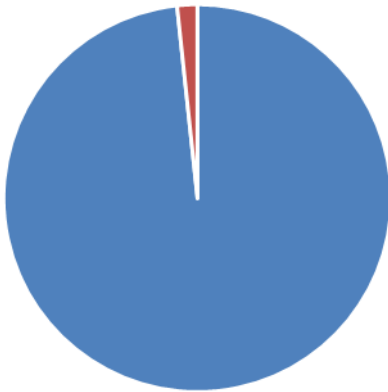
Question 4



■ Yes ■ No ■ N/A (when did not directly contact the office, e.g through a friend)

Q5) Was a driver found for you?

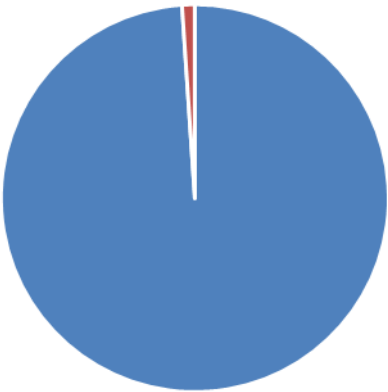
Question 5



■ Yes ■ No

Q6) Were you happy with the cost for your journey?

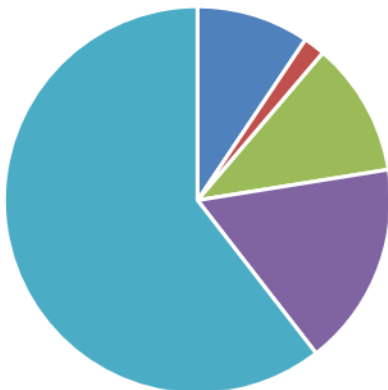
Question 6



■ Yes ■ No

Q7) How often have you needed/ do you need to use this service?

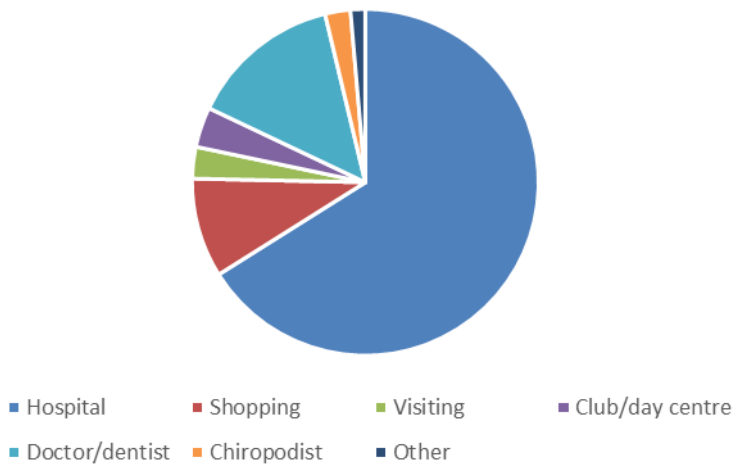
Question 7



■ Once ■ Daily ■ Weekly ■ Monthly ■ Occasionally

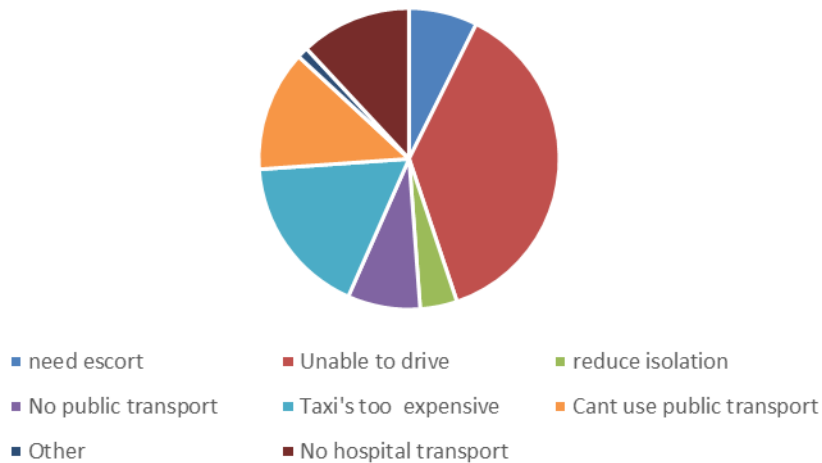
Q8) What type of journeys do you need help with?

Question 8



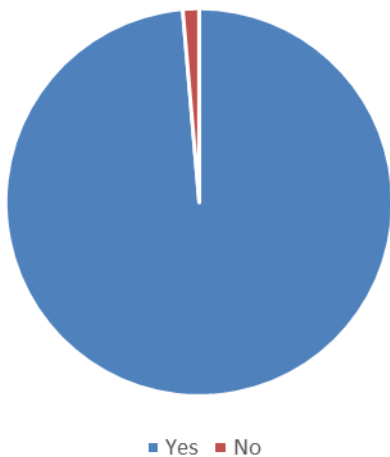
Q9) From the following list, please explain why our service helps you?

Question 9



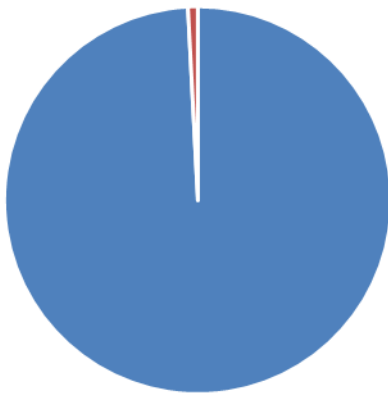
Q10) Would you use this service again?

Question 10



Q11) Would you recommend this service to someone else?

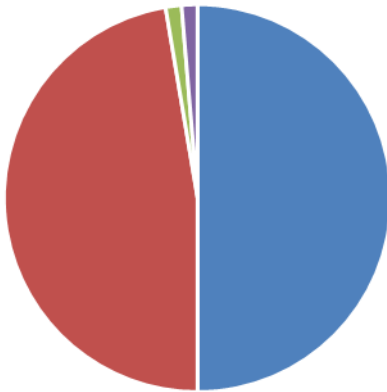
Question 11



■ Yes ■ No

Q12) How essential is the transport to you?

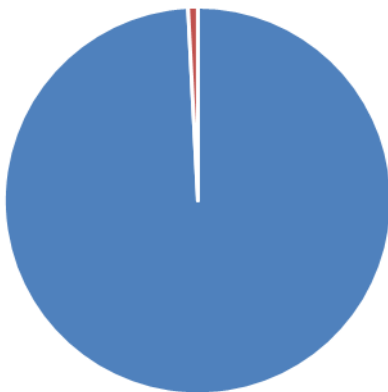
Question 12



■ Vital ■ Important ■ Not important ■ I could manage

Q14) Was the driver punctual and helpful?

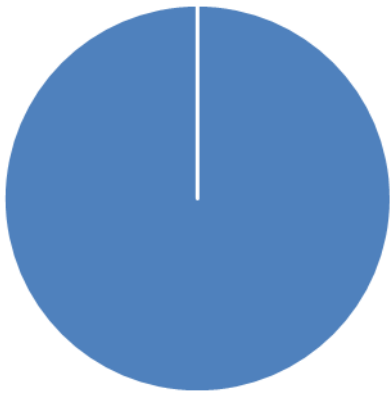
Question 14



■ Yes ■ No

Q15) Were you happy with their driving?

Question 15



■ Yes ■ No
