

# Village Care Costs & Contributions

We try to keep our costs as low as possible, but fuel costs as well as parking costs have increased recently, so we have had to revise our charges as follows:

Milford or Witley Journeys	£ 3.00
Godalming	£ 5.00
Haslemere	£10.00
Cranleigh and Guildford Hospitals	£12.50 (each way)

(Other journeys are charged at 49p per mile)  
Any parking charges would also need to be paid.

For hospital visits, please contact Hospital Hoppa in the first instance.

Our next tea will be held on **Thursday 29<sup>th</sup> February 2024 at 3pm** at the Burton Pavilion which is easily accessible and **this newsletter is your invitation!**

There is always a magnificent spread of sandwiches, sausage rolls, cakes and scones, and the opportunity for a good chat and catch-up and we can **collect and return you** if required.

To help us with planning, if you would like to **attend our next tea**, please call **07778 663914**.



May we take this opportunity to wish you a very lovely spring and enjoyable summer.



Our Answerphone (please leave us a message):

**07871 570160**

## Client Newsletter Winter/Spring 2024

Welcome to our Winter/Spring 2024 newsletter from Milford and Witley Village Care.

We would like to thank you for using our services!

Village Care is a "good neighbours" driving scheme run by volunteers that was set up over 20 years ago by local doctors and churches to help with local visits to doctors, dentists, podiatry, physiotherapy and so on.

In this newsletter, we wanted to bring you up to date on a number of changes to our services, especially requests for hospital visits. If you have any comments or suggestions, please do leave us a message. We promise every message will be listened to!

# Milford & Witley

## Village Care

### News & Information

Village Care relies on volunteer drivers, however, we find it increasingly difficult to take clients to any of the Guildford hospitals. We cannot park nearby — even with a blue badge — and most times there are no parking spaces available. This makes waiting during an appointment very difficult.

We therefore strongly recommend for hospital appointments you contact Hospital Hoppa in the first instance.

Please see the details for the Hospital Hoppa service overleaf.

We will make an exception if your appointment is outside Hospital Hoppa hours, or the Hoppa bus is full, always assuming we can find a willing volunteer.

In line with GDPR regulations, we keep minimum information on anyone who is registered with Village Care. This information is kept secure and never shared with anyone else. If you would like more details on anything related to this please call the main Village Care number and someone from the Committee will call you back.

A reminder that if your circumstances change or your contact details change, please let us know so we can keep our records accurate and up to date.

There have been periods of time where some of us have been without water or electricity. If this happens and you need help, please call the usual number. We will make every effort to help when we are aware of local issues and the number is checked more frequently in these circumstances. We will do our best to help where possible.

Likewise, if you need help with accessing benefits, we can connect you with organisations who would be able to help with this.

## Hospital Hoppa

Hospital Hoppa is a dedicated service for people who live in Godalming, Haslemere or surrounding villages who need transport to get to their medical appointments.

You will first have to register for free with Hospital Hoppa, which can be done either online, at

<https://hoppa.org.uk/hospital-hoppa/>

or by telephoning **01428 681701** for a registration form.

Once registered, you can book a trip, either online, or by calling the number quoted above.

Their office hours are Monday to Friday **08:30-12:30 pm and 1:30-4:00 pm**.

- All drivers are fully trained and have been checked by the Disclosure and Barring Service. Friendly and helpful drivers will meet you at your front door and take you to your destination in one of the comfortable Hoppa buses.
- Nearly all buses are wheelchair accessible. If you find steps difficult, you can ask the driver to let you board via the tail lift or ramp.
- There is also a Godalming Shoppa Hoppa which is free until 31<sup>st</sup> March 2024. You can go anywhere in your geographical area such as the hairdressers, garden centre or a tea shop – your destination does not have to be a town centre location and both types of trip are door-to-door.
- Hoppa can serve appointments from **08:30 am to 5:00 pm**, and with sufficient notice could probably serve times outside these hours.
- If you need help in registering with Hoppa, we are willing to help with the process.